

Software Quality Assurance (QA) Policy

Implementation & Configuration of Software Products

1. Purpose

This policy defines our company's commitment to delivering software product implementations and configurations that are accurate, reliable, and fully aligned with approved business requirements. It establishes the minimum standards, responsibilities, and processes that all QA Department members must follow to ensure consistent quality across every software product implementation engagement.

2. Scope

This policy applies to:

- All software product implementation and configuration projects (including databases, Autom8, Landing pages, checkout, outputs and any other platforms)
 - All configuration activities including workflows, business rules, user roles, permissions, templates, and system settings
 - All integrations between implemented products and third-party or internal systems
 - All data migration activities associated with a product implementation
 - All QA Department members
 - All project phases from initiation through to post-go-live support
-

3. Our Quality Commitment

Our QA Department is committed to:

- Verifying that every configured item matches the **approved design and business requirements**
 - Ensuring all integrations, data migrations, and system settings are **fully tested** before go-live
 - Protecting clients and the business from **failed deployments** and post-live incidents
 - Delivering a **consistent and repeatable** QA process across all implementation projects
 - Continuously **improving** our quality practices based on lessons learned
-

4. Roles & Responsibilities

QA Lead

- Owns the QA strategy and test approach for each implementation project
- Assigns QA members to specific product modules, workstreams, or project phases
- Reviews and approves all test plans, configuration checklists, and QA reports
- Liaises with Project Managers, Solution Architects, and Business Analysts
- Conducts go/no-go assessments before every environment promotion or go-live
- Reports quality metrics and risks to project and senior leadership

QA Members

- Review configuration design documents and implementation specifications
- Develop and execute test cases and configuration verification checklists
- Validate that all configured items, integrations, and migrated data meet approved specifications
- Log, track, and retest all configuration defects and discrepancies
- Support business stakeholders during UAT
- Participate in deployment readiness reviews and go-live activities

5. Testing Approach

All implementation projects must go through the following testing stages as applicable:

Stage	Purpose
Configuration Verification	Confirm every configured item matches the approved Configuration Design Document
Functional Testing	Validate that implemented workflows, rules, and features behave as expected
System Integration Testing (SIT)	Ensure the product correctly exchanges data with all connected systems and APIs
Data Migration Testing	Verify migrated data is accurate, complete, correctly mapped, and referentially intact
Regression Testing	Confirm that configuration changes or fixes have not broken existing functionality
User Acceptance Testing (UAT)	Business stakeholder validation of the implemented product before go-live
Smoke Testing	Quick sanity checks on every new build, configuration update, or environment deployment
Go-Live Readiness Testing	Final end-to-end validation confirming the product is ready for production

6. Quality Standards

Metric	Minimum Target
Configuration item coverage	100% of configured items tested against specifications
Requirements traceability	100% of requirements mapped to at least one test case
Integration test pass rate before UAT	≥ 95%
Data migration accuracy	≥ 99.5%
UAT completion before go-live	100% of scenarios executed and signed off
Critical defect escape to production	0%

7. Defect Management

All defects must be:

- **Logged** immediately with full details including the affected configuration item or integration point
- **Classified** by severity — Critical, High, Medium, or Low
- **Tracked** through to resolution and formally retested before closure
- **Escalated** to the QA Lead and Project Manager immediately if Critical or High severity

Severity	Implementation Example	Resolution Target
Critical	Core workflow broken; data migration failure; roles not applying	Within 24 hours
High	Key integration not syncing; approval process misconfigured	Within 48 hours
Medium	Minor field mapping error; notification template incorrect	Within current project phase
Low	Label mismatch; non-critical default setting; cosmetic issue	Within current project phase

8. Key Documents

Every implementation project must produce the following minimum documentation:

- QA Strategy & Test Plan
- Configuration Verification Checklist (CVC)

- Test Cases & Integration Test Scenarios
 - Data Migration Test Report
 - Defect Log
 - Test Execution Report
 - UAT Test Pack & Sign-Off
 - Go-Live Readiness Checklist
 - Test Summary Report
 - Post-Implementation Review Report
-

9. Go-Live Approval

No software product implementation shall go live unless all the following conditions are met:

- 100% of planned test cases and UAT scenarios have been executed
 - Zero open Critical or High defects remain
 - Data migration validation is complete and signed off
 - UAT has been formally signed off by the business stakeholder
 - The Go-Live Readiness Checklist has been completed and approved
 - The QA Lead has issued a written go-live approval
-

10. Compliance

Adherence to this policy is mandatory for all QA Department members. Non-compliance will be escalated to management and may result in a formal performance review.
