



Quality Assurance Workshop

The objective of this workshop is to help participants gain an **indepth understanding** of Quality Assurance (QA) in order to create an effective organizational QA approach which will lead **improved quality** of delivered products.

This workshop provides an orientation of QA concepts and activities presented with a management flavor. The course content will equip managers with the know how to plan and document quality activities, understand the necessity of management commitment, understand the difference and need for both product and process QA, and how to verify the implementation of quality activities and use their results. The techniques presented are compatible with CMMI and ISO 9001-2008 and proven successful in both commercial and government organizations. Some concepts explored include how the position of the QA function in the organization affects its independence and effectiveness, and how the quality of a system is highly influenced by the quality of the process used to develop and maintain it. **ISD instructors bring decades of process improvement, quality management, and project management experience** to offer practical advise to attendees.

After attending this course the participants will be able to:

- **Understand** what is required to make Quality Assurance (QA) effective
- **Describe** the functions performed by the QA team
- **Understand** “your” QA role and responsibilities
- **Describe** QA functions, and where they should be applied during the project or work life cycle
- **Define and apply** a QA plan for individual projects or work groups
- **Use** measurements of process quality

Course Content

- Why QA?
- QA Roles
- QA Plan
- QA and the Project/Work Group Life Cycle
- QA and the CMMI

Material Provided

- Participant’s notebook
- Reference material

Course Duration

- 2 to 5 days. Duration is tailorable depending on audience and depth of coverage
- This class is typically delivered in client forums but can also be available in public forums

Prerequisites

- Participants should have a general awareness of process and quality management concepts
- Participants should have awareness of current quality management practices currently being used in their organizations
- Training in a quality assurance concepts from models such as CMMI is strongly recommended.

Who Will Benefit

- Quality assurance personnel
- Process Group members
- Project/Work Group Managers

Client Site Logistics Requirements

- LCD projector and screen
- 1 Flip chart for each 3 participants
- Classroom for up to 15 participants