

Benefits of a Quality Assurance Manager

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Structure of Presentation

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- ❑ What does a QA do?
- ❑ What are the benefits?
- ❑ How the role has evolved?
- ❑ How to make the QA role a success

What does a QA do?

- Oversees at any one time between 14 – 16 sizeable projects.
- Holds mandatory weekly meetings with project managers to obtain updates on plans, spend, risks.
- Produces a weekly report for IT senior management team on all active projects providing summary of all issues.
- Acts as advisor to project managers particularly important for those in the business where they also have a day job.

What are the benefits?

- Openly published reports
- Increased robustness in reporting
- Improved management decision making
- Senior management aware earlier of slippages
- Raises everyone's game
- Allows project managers to fail!
- Promotes confidence in IT department

How the role has evolved

Dec 07 → Jan 08 → Mar 08 → July 08 → Sep 08

QA role created.
9 month temporary contract

First reports to IT senior management details on large projects.

Rag status
Budget info issues.

Increase in no. of projects within IT coming within the QA process

Extension to business projects using significant IT resource

Extension of QA role for a further 2 years

How to make the QA role a success

- Role needs to be dedicated.
- Gain backing of IT management to keep it dedicated
- People skills are essential for the role. Use carrot NOT stick approach especially with the project managers outside the department.
- Start slowly and demonstrate the value of the role.
- Use 2 reports, status report created by all PMs and summary report created by the QA.

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Thankyou

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