

Endorsement for Testing Services Evaluation and Report - XyzCo

An analysis of AQuA Member XyzCo was carried out, following a request from the organisation to be granted Endorsement for Testing Services.

The evidence AQuA collected has led to the approval of XyzCo's request.

Evidence Gathered

- Online evidence of quality assurance focus at [URL].
- A copy of the organisation's Standard Project Test Cases (Testing Criteria).
- The organisation's client list.
- Evidence of documented and maintained QA process which needed to include:
 - Usual process for testing; covering functional and non-functional testing.
 - Backup and disaster recovery schemes.
 - Integration with client fix / update processes, including regression testing.
 - Device compatibility testing and maintenance processes.
 - Server based component management and assurance processes.

Summary of investigation into XyzCo's QA process

Business Organisation

XyzCo operates out of labs in North America, Europe and India, providing a full range of testing services in those regions. In addition, it has arrangements with university technical departments in a number of countries in Asia, allowing limited location-based testing to be carried out to augment work performed in their own labs.

It has a specialist division which carries out cybersecurity testing, and a general division which offers manual and automated on-device testing, in addition to a remote testing service which offers rented access to specific devices via servers which give access to all aspects of the devices' user interfaces and controls and offers a scripting interface for customized automation.

Testing Service Organisation

In addition to their in-house testing teams, XyzCo also offers a service making use of crowdsourced testers to ensure maximum possible discovery of usage issues. Testing services are available in multiple languages to native-speaker standards, with the option of custom testing via hired-in specialist for languages not available through their in-house staff.

Testing Standards & Documentation

Test cases for functional testing are determined from the client's specification, following an internal best practice guide to ensure consistency, and AQuA's Baseline Testing Criteria are used to guide the selection of all non-functional test cases, with a preference for using the full set of test cases.

Standardised project procedures are used to document test cases selected and allocation of work to teams, and an internal style guide is followed for writing up testing results both internally and for presentation to clients. These procedures also require periodic monitoring of the consistency of test result reporting for adherence to house style, and specify the retention period for results documentation (normally 2 years but up to 10 years on client request).

Testing Process Organisation

XYZCo offers manual and automated, functional and non-functional testing on Android, iOS, Windows and web applications, either in-lab by their staff, or by the client's staff through use of hired time on a remote access server. Physical devices are used for all testing including the remote testing service which offers dedicated access to specific devices. Backend and remote services are maintained by a dedicated in-house team with 24-hour coverage. Disaster recovery and service interruption are covered by internal procedures and contract commitments to clients.

Their staff will integrate where required with the client's bug fix and update process to offer full regression testing as part of the client's development cycle.

Testing for good app behaviour

The company's testing procedure uses the AQUA Testing Criteria for Android and iOS, and thus goes beyond purely functional testing to include all the non-functional areas that AQUA recommends to identify good behaviour by apps and a good user experience.

(Copies of the testing criteria used internally by XYZCo were supplied to confirm their normal testing process).

Communications

XYZCo allocate a named Project Manager to act as a single point of contact for all client communications and take responsibility for securing action by appropriate internal staff where needed, reporting back to the client as necessary. On larger contracts they will offer the facility to have a dedicated Project Manager who will handle only that client's requirements.

Handling Customer Requirements that negate Quality

XYZCo have a strict policy of only undertaking testing to known and accepted standards wherever possible, and will not undertake testing to client requirements where the risk of software quality issues being missed appears to be significant, as they need to protect their reputation for consistency and thoroughness.

AQUA has identified that quality standards and procedures are followed throughout XYZCo's working practices.

*[AQUAOfficerName]
on behalf of AQUA
[Date]*