Quality Assurance
Governance
Perth SIGST

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Director - accuteque
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We all have problems!

<table>
<thead>
<tr>
<th>Lack of accountability</th>
<th>Inadequate planning</th>
<th>Lack of commitment</th>
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How can Quality Assurance Governance help?

- A decision making framework for projects which has:
  - Ground Rules for participation in the project
  - Process Controls for communicating and sharing within the project team and wider stakeholder community
  - Quality Controls that direct project outcomes and deliverables and reduce risk
Why use Quality Assurance Governance?

- QA governance uses effective, consistent communication to create a shared understanding of the project's:
  - objectives and outputs
  - policies and strategies (used to deliver the project)
  - clear accountabilities and responsibilities for all participants
  - proactive and responsive risk management strategy
  - quality control processes (used to assure the project’s success)
  - Cost controls (tangible and intangible costs)
Which Quality Assurance Governance model?

Centralised control
Benevolent dictatorship

Distributed control
Meritocracy

It is also possible for a project's chosen governance model to move along this spectrum as the project matures.
Why do we make the same mistakes time and again?

- Framework is either too complex or cumbersome
- Project is considered too small to need any QA Governance
- Assumption is made that everyone has done it before
- Unrealistic line in the sand
- Budget constraints
- Poor planning up-front
- Afraid to communicate the BAD news (until it’s too late!)
The result of poor Quality Assurance Governance?

- Myki (May 2008 & Feb 2011)
- Virgin Blue flights delayed due to system failure (Sep 2010)
- National Australia Bank IT Systems Failure (Nov 2010)
- Virgin Blue flights delayed due to IT Upgrade failure (Mar 2011)
- CBA ATM – Free Cash (Mar 2011)
What can you do to improve Quality in your project?

- Establish some basic QA Gates and build these into your plan
- Get buy-in from your stakeholders
- Communicate these to your team
- Ensure project members understand what they are responsible for and hold them accountable
- You need to believe in the benefits of Quality Assurance
Examples of Quality Assurance Governance Checkpoints

Software Development Project

Off The Shelf Product Implementation
Introducing Caroline – business woman

- Director and Founder of **accuteque**
- Over 20 years experience in Quality Assurance
- APM & ISTQB-ISEB Certified
- Local & International experience with IT change
Introducing Caroline – family woman
Questions?

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Thank you

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