



Quality Assurance



QUALITY



Quality Assurance Affects the Entire Organization

Enforcing best practices for quality assurance ensures that a business is meeting requirements. It also increases customer confidence and a company's credibility. The number one priority of quality assurance is to prevent risk, which affects the entire organization. Using experienced QA resources improves work flow and efficiency, enabling a company to be more competitive in the market. The Charter Global team has a strong technical understanding of the resources needed to maintain an effective QA organization. They understand that security and performance play a significant part in the successful development of a product.



Proven Quality Assurance Expertise

- Quality goals tracked against corporate objectives
- Project Health Index and Process Compliance Index included in quality goals
- Organizational baselines are compared against corporate objectives every six months
- Identify key tracking metrics for project
- Comprehensive control over each testing stage
- Experienced in manual and automated testing
- Adhere to proven QA processes and metrics for development
- Apply continuous improvement to maintain quality
- Networks checked routinely for security breaches
- Implement project closure process
- Completion report to corporate QA
- Maintain annual PCI compliance and CMM level



Level of Service Charter Global Provides - SLAs

Charter Global never compromises on quality. All projects undergo quantitative quality analysis.

- **Requirements Stability Index** – Measures changes in terms of number of requests and amount of rework to test impact during the course of the project.
- **Test Design Coverage** – Measures the percentage of test case coverage against the number of test requirements.
- **Test Case Preparation Productivity** – Determines the number of test cases that can be prepared per person and day.
- **Test Case Execution Productivity** – Measures the number of test cases that can be executed per person-day of effort.
- **Percentage of Defect Leakage** – Measures the number of defects that leaked to the following phase.



Testing Services & Methodology

Testing Services

- Delivery options – On site or off shore
- Consulting – Test process, product test strategy, performance & capacity planning
- Implementation – QA partner, test engineering services, test process development, test cases, defect management, specialized test services
- Automation – Develop test automation using standard tools and custom scripts

Lifecycle Processes

- Requirement Analysis
- Test Planning
- Test Case Design
- Design Automation
- Framework & Scripts
- Test Execution & Defect Reporting
- Status Reporting & Best Practices

Continuous Processes

- Project Management
- Requirements & Scope Change Management
- Configuration Management
- Process Reviews
- Support Process (Client side Change Management, Training, Hosting...)

Major Deliverables

- Documented Requirements
- Test Plan & Strategy
- Test Case & Scripts
- Defect Summary
- Status Reports
- Post Documentation

About Charter Global

Charter Global drives innovation in IT projects and business operations by defining strategy and providing consulting, digital solutions, custom development, and skilled resources. With an established customer base of Fortune 1000 industry leaders and over 100 successful project implementations, our experience and proven methodologies enable our professionals to deliver industry leading solutions in cloud technologies, open source, DevOps, mobility, CRM, ecommerce, SAP, and Oracle JD Edwards platforms.

- Founded in 1994
- Headquarters in Atlanta, GA, and 3 development centers in India
- IT certifications: CMMI Level 3, PCI, MS Certified Partner, Oracle Gold Partner, and SAP Edge Partner
- A team of over 850 professionals
- Specialize in cloud technologies, open source, DevOps, mobility, ecommerce, and custom application development
- Expertise in SAP Hana Cloud Platform, SAP Hybris, Oracle Mobile Cloud Service, and Oracle JD Edwards
- Established customer base of Fortune1000 industry leaders
- Vertical experience in telecom, healthcare, media /entertainment, airlines, finance, energy, retail, and hospitality
- Active database of nearly 2M consultants with 30,000 on demand
- 100+ full-time staff recruiters support clients in the U.S. and globally
- 500+ full-time IT professionals support client projects

