

**Quality-Driven Initiatives**

Leadership begins with vision so we take pride in being a strategic partner that can deconstruct

complicated situations to sharpen purpose.  We provide all clients with top 3 quality initiatives designed

with the intent to transform cultures from locally challenged to globally superior.

Below is a summary of how we have driven change at the highest levels to generate productivity and profits.

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| 3 Strategic Initiatives | Before Implementation | Final Results |
| * Integrate Testing * Develop a Process * Prove the Value of Testing | * No systematic testing of applications. * 90% Failure rate of applications delivered. * 50% of apps not delivered to production. | * Testing services now requested globally across organization * 85% Success rate of applications delivered. * 95% of apps delivered to production. |
| * Incorporate Business Analysis * Create High-Quality Requirements * Decipher Requests from Problems | * Business Analysis was non-existent * Requirements were often written by customers. * Unclear customer expectations | * Hired 1st BSA now over 10 in department * Detailed requirements now documented by BSAs * Customers knows system bug vs. new feature/improvement. |
| * Manage Projects on a Schedule * Meet Deadlines * Keep Team Accountable | * No project deadlines, schedules or accountability. * Project managers were non-existent. * Project plans were prohibited. | * Created 1st project plan template * First project manager hired.  Now over 10 corporate-wide. * Creating project plans are now common practice among PMPs. |
| * Define Metrics for Quality * Define Adequate Devices/Platforms * Create Standards and Procedures | * No data or metrics to define or improve quality. * No standard browsers at the corporate level. * Adequate devices were not available. | * Metrics now tracked through project life-cycle. * Now standard browsers are defined at a corporate level. * Test team now has over 50 devices in inventory |
| * Conduct Peer Reviews * Demand Unit Testing * Communicate Successes | * Unit testing not standard. * Turnover without knowledge transfer. * Testing not respected as a professional discipline. | * Unit testing globally accepted * Lessons learned meetings after all projects. * Publish monthly public service announcements (PSAs) |

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