

**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.
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| * 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.
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| * 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
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| * 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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