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Quality management document
Tauri-tec Ltd.

1 Quality Policy

Tauri-tec Ltd is a London based I.T. consultancy, established in 2006. Our aim is to deliver quality custom I.T. solutions through our staff of highly skilled, PhD qualified, I.T. specialists. Our key services include, the development of custom web applications, CMS, graphic design, online marketing and SEO. We endeavour to provide a high quality service to our client, which is achieved by ensuring that all work produced follows these principles:

- The service/software meets the customers specifications.

- The service/software is delivered on time.

- The software operates without errors.

- Operations should be regularly audited and revised.

A summary of the key components of our quality management system is provided below, a more detailed description of the quality management system can be found in the *Quality manual* section.

- **Project planning:** Detailed project plans, visual mock-ups and prototypes are developed prior to the start of the project, in order to ensure that client expectations are met to the highest degree.

- **Meetings:** Projects are reviewed in monthly meetings (with the aid of time tracking software) to ensure that work is being performed effectively and within budget. Possible improvements to current work practices are also discussed.

- **Unit testing:** Through out the lifetime of a project, individual components are tested to ensure fitness for use.

- **Coding standards:** Where possible, all code produced should adhere to W3C XHTML standards.

- **Browser compliance:** Websites are tested using all major web browsers to ensure a consistent appearance is achieved through out.

- **Staff training:** All staff are given a copy of the company's quality manual, and instructed in the company's practices.

- **Customer feedback:** All feedback received from clients is written into the Tauri-tec feedback document, which is reviewed on a monthly basis. An online form is available on the company website for clients to provide feedback.

All staff are provided with a copy of the quality manual, and are encouraged to take responsibility for maintaining a high level of quality in all their work. A copy of the quality manual can be found on the company website. Overall, the responsibility of maintaining quality in all of the companies operations belongs to the Quality control officer. In order to keep abreast of changing technologies and work methodologies, the quality policy is reviewed every 6 months.

This policy is the responsibility of **Edward Suvanaphen,** Tauri-tec Ltd Quality control officer, and will next be reviewed in:

Review date: _____

Signed: _____

Current Date: _____

2   Quality Manual

This section of the document is a guide as to how quality should be built into every aspect of a standard project. Each project is usually comprised of 4 main phases:

- The requirements phase

- The design phase

- The implementation phase

- The evaluation phase

2.1   Requirements phase

During this stage, meetings are arranged with the client (and if possible, with end users of the website) to discuss and gather the requirements for the project. To ensure quality at this phase, it is important to gather as much accurate information, about the client's requirements, as possible. The following steps should be taken:

- **Identify client's end goal:** The brief provided by the clients might not be the most effective way for them to achieve their goals. Understanding the client's end goal (for the business / product / service that the client is trying to promote through the website), allows us to fully understand the purpose of the website. This helps shape the functionality and visual design, and ensures that a website is produced that fulfils the client's requirements.

- **Identify end users:** Understanding how the end-user will utilise the website is important to the website design. To this end, information is gathered on what specific actions users will perform, how they will perform them, and under what conditions.

- **Design a walk-through:** This process involves using visual mockups to demonstrate to the user how the website will look and work. In some cases, prototype systems will be built for users to test and give feedback on. In many cases, clients are invited to a 'walk-through' session, where interaction with the website will be demonstrated through use of paper mock-ups and prototypes.

2.2   Design phase

At this stage, enough requirements should be gathered for a system specification to be built. In order to ensure quality at this stage, it is important that a specification be designed that matches the client's requirements as closely as possible, to minimise future changes to the specification. The following items should be agreed upon:

- **Core components:** It is usually quite difficult to change a website's core functionality once a project is underway. It is essential that the client understands and agrees to the design of the core components before the end of this phase.

- **Visual design:** Changing the visual design of a website once a project is underway can delay a project's completion. Demonstrating the visual design of a project (through the use of mockups) helps the client visualise how the website will look and feel, and enables all parties to have a clear idea of how the website will look.

- **Timeline:** Formulating a detailed and accurate timeline is important for managing the client's expectations on the speed of delivering the work. Time for testing, code review and sick days must be taken into account.

2.2.1 Changes to the requirements

It is expected that during the lifetime of a project there will be small changes to the specification as the clients forms a better understanding of their requirements. In order to ensure a quality service when these changes are being made, the following steps must be taken:

- **Analyze the impact of the changes:** Even the smallest changes to the requirements can have unforeseen effects on other parts of the website.

- **Adjust the timeline:** All changes increase the timeline. It is important to manage the clients expectations by informing them of how the timeline will be affected by each change.

2.3 Implementation phase

During the implementation phase, the following steps should be taken to ensure the delivery of a quality service:

- **Unit testing:** Through out the lifetime of a project, individual components are tested to ensure fitness for use.

- **Coding standards:** Where possible, all code produced should adhere to W3C XHTML standards.

- **Browser compliance:** Websites are tested using all major web browsers to ensure a consistent appearance is achieved through out.

- **Documentation of errors:** All major errors and problems encountered during a project should be documented in the Trac system so that they can be reviewed at the end of the project.

- **Time tracking:** The amount of time spent on each project should be recorded using the time tracking software, to ensure that work is kept within budget.

2.4 Review phase

Once the project has been completed, the team meets to review the project and discuss it's outcomes. By reviewing project processes, the team can formulate more efficient techniques to use in their work, which will improve the quality of service in future projects. The following points are reviewed and documented:

- **Project budget:** Did the project stay within budget? and if not, why not? Using time-tracking data, the amount of time spent on each part of the project can be analysed.

- **Errors encountered:** Using data from the Trac ticketing system, problems documented during the course of the project can be analysed and discussed, in order to find solutions that will help avoid these problems in the future.