



# Quality Maturity Assessment

Our complete assessment tool kit including questionnaire, scoring model and templates ensures consistency, and efficiency based on years of consulting experience.



## Quality Maturity Assessment

A packaged, flexible, and proven approach for consistent and efficient results. TTC utilizes a complete assessment tool kit including questionnaire, scoring model and templates, and allows customization of the assessment and selective improvement. This methodology has been developed based on extensive consulting experience, having been used to assess both large and small organizations across numerous geographies.

### The TTC Difference

#### Flexible

Allows customization of the assessment and selective improvement. Our model optimally applies to enterprise wide assessments, but has been and can be used to assess programs of work and projects as well.

#### Proven

Developed based on consulting experience and has been used to assess both large and small organizations, across numerous geographies. We reference our vast experience as consultants and work previously performed with TTC clients and stay up to date with the latest industry trends and research.

#### Packaged

Complete assessment tool kit including questionnaire, scoring model and templates ensures consistency, and efficiency.

#### Accountability and Ownership

The assessment model has the flexibility to be tailored to address specific assessment objectives. The Assessment team, working with the client, will refine the scope and establish clear accountability and ownership outcomes.

#### Thought Leadership and Experience

Our team consists of certified practitioner level senior consultants. Each possesses extensive experience in holistic, end-to-end QA capability assessments, complex program delivery, and Enterprise TCoE leadership and transformation.

#### Structured Mature Process

Uses a bespoke process underpinned by industry recognized models, tools, and templates. The methodology has been continuously refined and standardized over 15 years of engagements.

#### Tangible Business Benefits

The recommendations will identify the root causes of sub-optimal quality and high cost of testing. Implementation of the recommendations will lead to quality, efficiency, and productivity improvements.

#### Streamlined and Efficient

The assessment process has been refined and streamlined to gather results effectively. We're aware that these exercises can be disruptive and conduct these engagements in a way that causes minimum disruption to BAU activities.

### Quality Maturity Stages

#### Initial

Managing quality is a chaotic and undefined process. The organization usually does not have a unified approach to delivering quality software and successful delivery is dependent on heroic individual efforts.

#### Managed

Managing quality has improved and a degree of companywide, or program wide, strategy is in place. Quality software tends to focus on the mechanics of functional software testing at the end of the SDLC.

#### Defined

Managing quality has improved and processes are defined across the SDLC. This includes collaboration between teams. Organizations begin to incorporate more advanced quality practices such as Test Automation.

#### Quantitatively Managed

Organizations see the benefits of a mature approach to delivering quality software. An organization wide quality measurement program is put in place, and from a technical perspective there is a focus on full integration with Continuous Integration & Continuous Delivery Pipelines

#### Optimizing

Organizations have a highly mature approach to delivering quality software and have a sophisticated measurement program that enabling them to optimize individual areas. Organizations are enjoying the benefits of Continuous Deployment.

#### Maturity Criteria

- ✓ Quality Practices
- ✓ Governance
- ✓ Tools & Automation
- ✓ People & Culture
- ✓ Infrastructure
- ✓ Knowledge Management
- ✓ Agile & DevOps

#### How We Engage

- ✓ Carefully Tailored Approach
- ✓ Collaborative and Insightful
- ✓ Respectful and Mindful
- ✓ Communication Channels

## Key Phases

### Pre-Engagement Preparation

- Conduct kick-off call
- Define and redefine key focus areas for review
- Confirm review communication protocols
- Schedule initial interviews

### Gather Data

- Collect data and information through interviews, questionnaire responses, and meetings
- Review work products and walkthroughs of tools and frameworks
- Deep dive into key focus areas

### Conduct Analysis

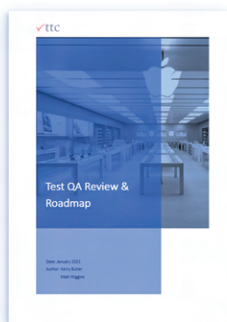
- Analyze collected data against compliance standards, best practices, and conformance to maturity levels
- Assess maturity rating of quality capability
- Identify strengths & good practices
- Identify gaps and opportunities for improvement

### Recommend Improvements & Define Roadmap

- Recommend initiatives, tools, and solutions to address gaps
- Essential active involvement from client management
- Align to prioritise organisational desired future state
- Define a roadmap
- Address gaps and improvement opportunities

### Present Deliverables

- Document recommended improvements & roadmap
- Present key findings to stakeholders



## Our Service Offerings

### ✓ Resourcing Solutions

- › Test Analysts
- › Test Engineers
- › Test Managers

### ✓ Testing as a Service

### ✓ Test Automation

### ✓ Environment Management

### ✓ Performance Engineering

### ✓ Test Design Optimization

### ✓ Accessibility & Security

### ✓ Agile & DevOps Dojos

### ✓ Digital Transformation

### ✓ Quality Transformation

### ✓ Robotic Process Automation

## About TTC

TTC is the leading global software assurance provider focused on helping organizations transform the way they deliver technology. Our unique capabilities across a wide range of delivery areas enable our clients to increase the speed and quality of technology development while reducing risk and cost. TTC was founded in 2004 to be a testing partner that could take global learnings and best practices and deliver them in a locally appropriate way. Fast forward seventeen years with offices in New Zealand, Australia, Asia, Americas and Europe and strong partnerships with some of the world's largest organizations, this is still TTC's purpose today. To learn more, visit us at: <http://www.ttcglobal.com/>