

Project Quality Verification



Solution Overview

The objective of a Quality Verification (QV) Project is to ensure results of a program or project are delivered at appropriate and defined levels of professional quality standards, client expectations, contractual terms and supplier commitments. This ensure the project investment objectives are realized, along with a long and useful life of the project or service being delivered. QV confirms delivery obligations, as well as ensures they are met in accordance with professional standards.

A QV project essentially “keeps suppliers honest while removing temptations for shortcuts.” This ensures suppliers do not take the easy way out when under deadline or budget pressure. This is accomplished by deploying an independent QV team reporting outside of the project directly to client executive management, steering committee or a named program executive. The reach of the team can be full spectrum (client and supplier’s teams) or only the supplier team(s). The QV team is essentially the “eyes and ears” of management at a micro level. It is not an audit function, as it does not just report problems. It is chartered and tasked with making recommendations for resolution and as such maintains a good working relationship with the project teams.

Business Solutions

The QV team is multi-disciplinary in that it includes the specialty skills from a variety of disciplines, each having a focus and dedication to one particular area of the project. It is that individual discipline whose function it is to ensure quality standards are met or exceeded in each area and most importantly to ensure quality standards are not compromised under project deadline or budget pressure. This is particularly useful in large-scale, complex system integration projects when there may be a tendency to compromise best intentions when tight deadlines or budget short falls are looming.

Business Solutions (cont’d)

There are numerous instances that when under the pressure of contractual terms the supplier searches for ways to meet the contractual delivery milestones. In doing so, they look for a way to minimize the costs to meet that objective and as a result comprise the quality and integrity of the product. A common example is hard coding business functionality versus the use of parameter configuration where the contract term stipulates a specific functionality and the effort to define or configure the parameters is more time consuming or expensive than hard-coding. This results in useable functionality but also a product integrity violation that has long-term implications. The QV function assures that this does not occur.

The QV team looks at all aspects of the project from an ongoing and periodic review perspective. The day-to-day team is composed of committed resources to provide the ongoing QV function and to conduct the periodic reviews (typically major deliverables, phase ends, signoff milestones or work products) the QV team is supplemented with additional subject matter expertise. As a result of these reviews QV provides the assurance to management that it can then signoff and accept the results with confidence.

Company Information

KeyPoint provides planning, analysis, definitional and advisory services to leading organizations in the payments industry that seek to improve their operational performance, efficiency and profitability through the use of best practices and technology. KeyPoint has assisted over 450 clients in over 50 countries implement practical, cost effective solutions to address the challenges and opportunities that clients face.



Project Quality Verification
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TYPICAL SKILL CHARECTERISTICS	TYPICAL PERIODIC REVIEWS
<ul style="list-style-type: none"> ➤ Project Management: project planning, tracking and control ➤ Business Capability: product management, requirements, gap resolution and functionality ➤ Migration Management: rollout, rollback and contingency ➤ Business Process: process efficiency, procedure, and policy ➤ Architecture: technical foundation, interface and integration ➤ Transaction Processing: performance, flexibility and integrity ➤ Configuration Management: parameter management, product configuration ➤ Test Management: test planning, scripting, test results, certification and compliance ➤ Commercial Management: contractual compliance, obligations and acceptance ➤ Communications Management: integration team, client management, steering committee ➤ Other as needed 	<ul style="list-style-type: none"> ➤ Project planning, structure, organization ➤ Project risk assessment (at various project intervals) ➤ Milestone and phase-end reviews ➤ Product design and architecture ➤ Business process re-design ➤ Migration, including rollback and contingency ➤ Test results ➤ Conversion, Go-No Go decision ➤ Product final acceptance