TNation

Service Delivery

QA DEPARTMENT

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1. Introduction

TNation QA Team is providing services of Software Quality Assurance for multiple companies operating in fields of internet marketing, web hosting, domain services, task/case management, etc. Headquartered in Belgrade, Serbia, team currently consists of 16 members, experienced in delivering quality services in different areas of web based small and medium businesses and various web and mobile platforms.

2. Perspectives

- Deliver quality services, above everything else
- Develop strong business relationships with partners
- Provide value-added services
- Excellent client service
- Review service expectations on a periodic basis
- Advise clients on possible improvements and advancements
- Enhance decision making
- Establish and maintain proper documentation and reporting system

3. Approach

Once the application functionality is assessed and documentation is examined, initial approach attacks the key features of software from user perspective and experience. Features are targeted, learned and analyzed through user view, before the perspective spreads to another levels of comprehending. Consequently, back processes are also learned and examined afterwards, and cooperation with project managers and developers grows more important, in order to increase the understanding of software structure, known/potential issues, as well as the possible improvements and upgrades.

When it comes to application testing, our team is combining different methods to ensure that the complete service area is covered accordingly. This means that besides regular and expected methods of testing, we are also leaning towards intuitive and unstructured tests which are not necessarily included in test cases, but can result in solid achievements in software quality control and provide value-added services.

4. Summary

In conclusion, TNation QA Department is dedicated to strong quality delivery through establishing and executing appropriate sets of procedures, performing high level testing processes, maintaining efficient bug logging and bug tracking system and keeping proper reports and documents updated on a regular basis.

Experience in various platforms and different lines of businesses, good communicational and organizational skills, as well as adaptability of our team members provide well-structured and well-based ground for any type of software.