

Software Supplier Quality Assessment

Supplier Information:

Supplier Name:			
Address:			
Primary contact:		Title:	
Phone:		e-mail:	
Supplier Product Name(s):		Version:	

Assessment Information:

Assessment Team:	
Assessment Date:	
Intended Use of Supplier products:	

General Information:

1. What do you do to produce high quality products?	
2. Is there a Software QA function?	
3. If so, how does it relate organizationally and functionally to the software development group?	
4. If not, what person or group is responsible for quality?	
5. How are the "quality vs. schedule" issues resolved?	
6. Can SQA stop shipments?	
7. Does SQA get involved with developers during the software design phase? If so, how?	
8. Approximately how many developers worked on this product? How many SQA Engineers?	

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Supplier Software Development Process:

9. Describe the software development process used to develop the product?	
10. Is the process documented? Is there a procedure to change the process?	
11. What software design documentation exists?	
12. Describe the process for reporting, verifying, correcting, testing, and tracking software problems.	
13. What procedures are in place to control changes to source code, documentation, and tests?	

Product History:

14. Is this the first release of the product? If so, describe the level of testing performed prior to release.	
15. What documentation is there to demonstrate that all known software problems have been identified and/or corrected?	
16. If this is not the first release of the product, what has the history of this product been with respect to problems reported by customers? How many problems? Of what kind?	
17. Describe the decision making process used to determine which problems get fixed and which don't.	
18. What mechanism exists to inform customers of known problems, identify temporary "workarounds", and provide fixes in a timely manner?	

Requirements:

19. Are Software Requirements Specs (SRS) written and reviewed?	
20. Does SQA participate in SRS reviews?	
21. Are ambiguous, incomplete, and inconsistent requirements identified?	
22. Are ambiguous requirements re-written and reviewed by SQA?	
23. Are changes to requirements tightly controlled once testing begins?	
24. Are all error conditions identified in SRS?	
25. Are work flow diagrams included in SRS?	
26. Is the user interface defined in SRS or other documents?	
27. Are data requirements stated in SRS?	

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Architecture and Design:

28. Is there an overall architecture for the product?	
29. Are detailed design specs written, reviewed and updated?	
30. Are software design reviews performed?	
31. Does SQA participate?	

Implementation:

32. Are coding standards defined and used by developers?	
33. Are tools for tracking compliance with established coding standards?	
34. Are build tools used?	
35. Is memory leak detection software used?	
36. Is virus-checking software part of the product?	
37. What proactive steps are taken to identify and remove viruses and other threats?	

Software QA Team:

38. Does SQA staff have domain knowledge?	
39. Has the SQA staff received training in good testing practices?	
40. Is SQA staff actively involved in critically reviewing requirements?	
41. Does SQA perform a baseline change assessment on subsequent versions of software?	
42. Has SQA identified a set of "smoke tests" and are they used on each new software version or build?	
43. Is SQA aware of customer-reported problems with previous or similar products?	

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Test Planning:

44. Is a Test Plan written and used as a guide for test development work?	
45. Does the Test Plan include measurable criteria for starting testing?	
46. Does the Test Plan include measurable criteria for stopping testing?	
47. Is an Requirements Trace Matrix (RTM) included in the Test Plan for estimating purposes?	
48. Does the RTM identify specific types of tests required?	
49. Is Act Like A Customer™ (ALAC) testing planned?	
50. Are all requirements covered by at least two or more tests?	
51. Is there a defined rationale for performing regression testing?	
52. Which group has responsibility for developing tests and for executing tests?	
53. How is the decision to stop testing and release the product made?	
54. Is regression testing performed? How much? Who decides?	
55. What configuration control mechanisms are used during testing?	
56. Are test cases change-controlled?	
57. On what hardware platforms has the product been tested?	

Test Cases:

58. Is a test case template defined and followed?	
59. Are expected results determined solely from available documentation?	
60. Are tests written based on data requirements and data flow?	
61. Are boundary conditions thoroughly tested?	
62. Are safety-critical functions and areas of high risk thoroughly tested?	
63. Are all error conditions thoroughly tested?	
64. Is the user interface tested with both positive and negative tests?	
65. Are ALAC and workflow tests written?	

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Product Release:

66. Describe the procedure used to release the product.	
67. Describe the precautions taken to prevent an incorrect version of software from being released.	
68. Is there a list of known bugs? Is this list available?	
69. What documentation is provided with each release?	
70. How do you inform customers that a new release of your software is available?	

Post-release:

71. Is root cause analysis performed on all customer-reported problems?	
72. Are tests identified as a result of root cause analysis added to test suite?	
73. Is defect detection efficiency measured based on actual customer use?	
74. Are tests identified as a result of defect detection efficiency measurements added?	
75. Were unplanned maintenance releases required?	
76. Is the test suite reviewed for effectiveness on a regular basis?	

Note: Act Like A Customer testing is a trademark of Software Quality Consulting, Inc.