

ENGAGEMENT BRIEF

Quality Assurance Testing Services

Quality AboveAll is a specialist QA firm running structured testing programs for product teams that need every release to hold. Testing is the only thing we do — not a department within a larger IT firm, not an afterthought.

Location: Ghaziabad, India | Remote-First Delivery
info@qualityaboveall.in · +91 87916 59397 · qualityaboveall.in

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Table of Contents

1. Engagement Overview
2. Why Quality AboveAll
3. What We Don't Do
4. Engagement Models
 - 4.1 Testing Audit
 - 4.2 Managed QA
 - 4.3 Specialized Engagement
5. Our Core Services
 - 5.1 Manual Testing
 - 5.2 Automation Testing
 - 5.3 Automation Framework Modernization
 - 5.4 Backend/API Testing
 - 5.5 Frontend/Client-Side Testing
 - 5.6 Specialized Testing
6. Best Practices for ISO Compliance
7. ISO Metrics & Quality Standards
8. Industries We Serve
9. Service Packages Positioning
10. Engagement Process & Timeline
11. Certifications & Compliance
12. Tooling & Integration
13. Next Steps

1. Engagement Overview

This Engagement Brief outlines Quality AboveAll's QA testing services, engagement models, and capabilities. It is designed to help you understand what we do, how we work, and which services align with your product team's needs.

We work exclusively in QA testing — no development, no architecture consulting, no staffing. Our engagement terms are documented in writing before any technical work begins, with scope, timeline, and deliverables clearly defined.

2. Why Quality AboveAll

Proof Points

- 87% Regression Defects Reduced
- 0 POs in Production
- 99.95% Uptime Under Load

How We Work

- Scope, timeline, and pricing documented before any technical engagement starts — no verbal commitments, no scope drift
- Test cases live in your test management tool. Defects in your issue tracker. Reporting in your dashboards
- Daily execution notes. Weekly regression summaries. One-page release readiness briefs before every release
- ISO 9001-aligned processes with comprehensive documentation and traceability

3. What We Don't Do

- Development or coding
- Architecture consulting or infrastructure design
- Generalist staffing or IT outsourcing
- Scope creep or verbal commitments

The boundary is the work. We focus exclusively on QA testing excellence.

4. Engagement Models

Quality AboveAll offers three engagement models. Review each to see which fits your testing needs and timeline.

4.1 Testing Audit

Duration: 2 weeks (fixed scope)

- A structured assessment of your current QA posture, coverage gaps, and risk profile with ISO 9001 alignment.

1. What's included:

- Risk mapping and coverage gap analysis
- Manual walkthrough of 3–5 critical user flows
- Defect pattern analysis (if test history exists)
- ISO compliance readiness assessment
- 90-day QA roadmap with prioritised recommendations
- Traceability matrix stub (RTM foundation)
- Written engagement brief and sign-off

4.2 Managed QA

Duration: 90-day renewable cycles (Monthly retainer)

- Ongoing QA testing integrated into your sprint cycle with dedicated resources, full automation support, and ISO-compliant documentation.
2. What's included:
- Full functional + regression testing every sprint
 - Test automation framework (included, no extra cost)
 - CI/CD pipeline integration and test gates
 - Daily + weekly + per-release reporting with metrics
 - Defect triage and severity classification
 - Release readiness brief before every deploy
 - ISO-compliant documentation (Test Plans, RTM, Defect Reports)
 - Dedicated QA lead point of contact

4.3 Specialized Engagement

Duration: 4–12 weeks (Fixed price)

- Domain-specific testing for performance, compliance, or specialized automation frameworks.
3. What's included:
- Defined scope and deliverables agreed upfront
 - Specialist engineers matched to your domain
 - Written output: report, framework, or audit evidence
 - ISO-aligned handover documentation
 - Optional: quarterly retainer for ongoing specialist access

5. Our Core Services

Quality AboveAll specializes in comprehensive testing services. Below is our service catalog, organized by testing discipline and expertise areas.

5.1 Manual Testing

Functional Testing — Structured test case execution for functional flows with risk mapping and coverage analysis.

Regression Testing — Sprint-aligned regression suites covering business-critical paths. Execution sign-off before every release.

Exploratory Testing — Unscripted exploratory testing to surface edge cases and unplanned scenarios.

User Acceptance Testing (UAT) — User acceptance validation against acceptance criteria with stakeholder sign-off.

5.2 Automation Testing

Web UI Automation — Cypress, Playwright, or Selenium-based test automation for functional regression and continuous testing.

CI/CD Integration — Test gates configured in Jenkins, GitHub Actions, or GitLab CI with parallel execution and reporting.

Visual Regression Testing — Screenshot comparison integrated into pipeline to catch unintended UI changes before release.

5.3 Automation Framework Modernization

Legacy Test Suite Audit — Assessment of existing automation suites, identifying flaky tests and maintenance bottlenecks.

Framework Rewrite & Optimization — Modernization with Cypress or Playwright, eliminating flaky tests and reducing execution time.

Framework Documentation — Comprehensive framework documentation for team onboarding and long-term maintenance.

5.4 Backend/API Testing

API Functional Testing — REST and GraphQL API testing with schema validation and contract testing using Pact.

API Automation Framework — RestAssured or similar frameworks for continuous API testing and integration validation.

Authentication & Authorization Testing — OAuth 2.0, JWT, and role-based access control (RBAC) validation.

Data Pipeline Testing — ETL validation, schema drift detection, and data quality assertions.

5.5 Frontend/Client-Side Testing

Cross-Browser Testing — Functional validation across Chrome, Firefox, Safari, and Edge with real-device matrix testing.

Mobile Testing — iOS and Android testing using real devices. Appium automation for mobile-specific test coverage.

Accessibility Testing — WCAG 2.2 AA/AAA compliance validation using automated tools and manual screen reader verification.

Responsive Design Testing — Validation across multiple screen resolutions and device types.

5.6 Specialized Testing

Load & Performance Testing — JMeter and k6-based load models built against production traffic patterns.

Security Testing — OWASP Top 10 testing with Burp Suite. Authentication, authorization, and data exposure validation.

Compliance Testing — HIPAA, PCI DSS, GDPR, SOC 2, and ISO 13485 aligned testing with audit evidence documentation.

6. Best Practices for ISO Compliance

Quality AboveAll follows ISO 9001-aligned best practices on every engagement. Our commitment to structured, documented testing ensures quality, traceability, and continuous improvement.

Documentation & Traceability

- Comprehensive documentation is maintained throughout the testing lifecycle, ensuring complete traceability from requirements to test execution to defects and sign-off.
4. Documentation includes:
- Test Strategy — Overall testing approach and resource planning
 - Test Plan — Detailed scope, schedule, and resource allocation
 - Test Scenarios — High-level test flows based on requirements
 - Test Cases — Detailed, executable test steps with expected results
 - Requirements Traceability Matrix (RTM) — Links each requirement to test cases
 - Defect Reports — Standardized defect logging with severity, priority, and reproduction steps
 - Daily Status Reports — Execution progress, blockers, and metrics
 - Weekly Reports — Regression coverage, defect trends, and quality metrics
 - Test Summary Reports — Final testing summary with pass/fail rates and recommendations
 - Release Sign-Off Reports — Go/no-go decision with risk assessment

Process Controls & Quality

- Test case review and approval before execution
- Defect triage meetings to ensure consistent severity classification
- Regular metrics review and trend analysis
- Root cause analysis for recurring defects
- Change management for test plan updates
- Continuous improvement based on lessons learned

7. ISO Metrics & Quality Standards

Quality AboveAll tracks and reports industry-standard metrics aligned with ISO 9001, ISO/IEC/IEEE 29119, and ISO/IEC 25010 standards. These metrics provide visibility into testing effectiveness, product quality, and testing efficiency.

7.1 Test Coverage Metrics

Test coverage ensures that all requirements, features, and user stories are validated.

- Requirements Coverage — Percentage of requirements linked to test cases
- Feature Coverage — Percentage of features tested
- User Story Coverage — Percentage of acceptance criteria tested

7.2 Defect Density

$$\text{Defect Density} = \text{Total Defects} / \text{Size of Application}$$

Defect density measures the number of defects found per unit of application size (lines of code, function points, or story points). Lower defect density indicates higher code quality.

7.3 Defect Leakage

$$\text{Defect Leakage} = (\text{Production Defects} / \text{Total Defects Found}) \times 100$$

Defect leakage measures the percentage of defects that escape to production. This is a critical quality metric. Our testing practices aim to keep leakage below 5%.

7.4 Automation Coverage

$$\text{Automation Coverage} = (\text{Automated Test Cases} / \text{Total Test Cases}) \times 100$$

Automation coverage measures the percentage of test cases automated. Higher automation coverage enables faster feedback, reduced manual effort, and continuous testing.

7.5 Test Execution Progress

Test execution progress is tracked daily with the following metrics:

- Passed — Number of test cases that passed
- Failed — Number of test cases that failed
- Blocked — Number of test cases blocked by external issues

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- Not Executed — Number of test cases not yet executed

7.6 Applicable Standards & Frameworks

ISO/IEC 25010 — Software quality characteristics (functionality, reliability, usability, performance, security, maintainability, portability)

ISO/IEC/IEEE 29119 — Software and systems engineering — testing — formal testing processes and documentation standards

ISO 9001 — Quality management systems — process documentation, traceability, continuous improvement

ISO 27001 — Security management — applicable for security-sensitive testing and compliance validation

ISO 13485 — Medical devices — quality management and testing for healthcare software

IATF 16949 — Automotive software quality — applicable for automotive industry projects

8. Industries We Serve

We have deep expertise across five key verticals, with ISO-aligned testing approaches tailored to industry-specific requirements.

SaaS & B2B Platforms

- Multi-Tenant Isolation Testing
- Billing & Metering Validation
- API Contract Testing
- Release Cadence Support
- Feature Flag Testing
- SOC 2 Compliance Evidence

Healthcare

- HIPAA Testing & Compliance
- Clinical Workflow Validation
- Telemedicine Security
- EHR Integration Testing
- Accessibility (WCAG 2.2)
- Audit Evidence Documentation

Financial Services

- Transaction Integrity Testing
- Fraud Flow Validation
- PCI DSS Compliance Testing
- Regulatory Reporting Validation
- API Security Testing
- Peak Load Performance

E-commerce & Marketplaces

- Checkout Flow Testing
- Peak Load Readiness
- Search & Catalog Validation
- Promotion & Pricing Logic
- Inventory Management
- Conversion Performance

IoT & Connected Devices

- Protocol Validation
- OTA Update Testing
- Device-Cloud Reliability
- Real-World Scenario Testing
- Security Validation

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- Mobile Companion Apps

9. Service Packages Positioning

Quality AboveAll offers tailored service packages based on your organization's maturity and compliance requirements. Select the package that best aligns with your QA objectives.

Package 1: ISO-Compliant Manual Testing

- Ideal for organizations seeking structured, documented testing with full ISO 9001 alignment.
5. Includes:
- Test Strategy & Planning
 - Requirements Traceability Matrix (RTM)
 - Test Case Development & Review
 - Functional & Regression Testing
 - User Acceptance Testing (UAT) Support
 - Comprehensive Daily/Weekly/Summary Reporting
 - Defect Triage & Classification
 - ISO 9001-Aligned Documentation

Package 2: ISO-Compliant Automation Testing

- Ideal for organizations requiring automation-first testing with CI/CD integration and measurable coverage metrics.
6. Includes:
- Playwright or Selenium Framework Setup
 - API Automation with RestAssured
 - CI/CD Pipeline Integration
 - Automated Test Execution & Reporting
 - Visual Regression Testing
 - Automation Framework Documentation
 - Metrics Dashboard (Coverage, Execution, Defect Leakage)
 - ISO 9001-Aligned Process Documentation

Package 3: QA Governance Services

- Ideal for enterprises requiring quality governance, metrics-driven decision-making, and risk-based testing.
7. Includes:
- QA Process Design & Implementation
 - Metrics Strategy & Dashboard Setup
 - Release Governance Framework
 - Risk Assessment & Test Planning
 - Audit Preparation & Compliance Readiness
 - Quality KPI Reporting
 - Team Training & Process Adoption

Package 4: Quality Engineering Consulting

- Ideal for organizations seeking transformation in testing maturity, framework modernization, or Center of Excellence (CoE) setup.
8. Includes:
- Test Process Maturity Assessment (TMMI aligned)
 - Shift-Left Testing Strategy
 - ISO 9001 & ISO/IEC 29119 Alignment
 - Automation Framework Design & Modernization
 - QA Center of Excellence (CoE) Establishment
 - Team Capability Development
 - Continuous Improvement Roadmap

10. Engagement Process & Timeline

Every engagement follows a structured seven-step process from initial scope alignment through ongoing delivery and reporting.

Step	Milestone	Timing	What Happens
01	NDA Signed	Before anything	Mutual NDA before any technical detail is exchanged. Code custody stays with client.
02	Scope Alignment	30 minutes	Working session covering release cadence, existing coverage, and risk profile.
03	Engagement Brief	3 business days	Written document covering scope, timeline, deliverables, reporting cadence. Signed before technical work begins.
04	Kickoff	Week 1	Access provisioning, environment setup, first sprint assignment. QA begins within 48 hours.
05	Daily Reporting	Every working day	Defect triage update, execution status, metrics tracking.
06	Weekly Reporting	Every Friday	Regression run summary, coverage snapshot, quality metrics.
07	Release Sign-Off	Per release	One-page release readiness brief, risk update, go/no-go recommendation.

11. Certifications & Compliance

Quality AboveAll's engineers are certified and our processes align with global standards and compliance frameworks.

ISTQB Foundation — All engineers certified minimum — ensuring standardized testing practices

ISO 9001-Aligned — Process documentation, traceability, continuous improvement across all engagements

ISO/IEC/IEEE 29119 — Formal testing processes and documentation standards compliance

HIPAA-Experienced — PHI handling, access controls, audit logging for healthcare clients

PCI DSS-Aligned — Cardholder data flows, tokenisation, and segmentation testing

GDPR-Aligned — Data subject rights, consent, and retention testing

SOC 2 Readiness — Availability, security, and confidentiality controls validation

WCAG 2.2 — Accessibility compliance (AA/AAA) with manual screen reader verification

12. Tooling & Integration

Quality AboveAll integrates with your existing toolchain. We are platform-agnostic and experienced with industry-standard tools across all categories.

Test Management: TestRail, Zephyr, qTest, Xray

Automation: Playwright, Selenium, Cypress, Appium, RestAssured, pytest

CI/CD: Jenkins, GitHub Actions, GitLab CI, CircleCI, Azure DevOps

Defect Tracking: Jira, Linear, Azure Boards, GitHub Issues

Performance: JMeter, Gatling, k6, Locust

Security: Burp Suite, OWASP ZAP, Nikto

Observability: Datadog, New Relic, Grafana, Sentry

Communication: Slack, Microsoft Teams, Email

13. Next Steps

If your team is ready to explore how Quality AboveAll can strengthen your QA posture, here's what comes next:

Step 1: 30-Minute Scope Alignment Call

Review your release cadence, existing testing coverage, and risk profile. Identify which service package and engagement model best fit your needs.

Step 2: Written Engagement Brief

We will provide a detailed engagement brief with scope, timeline, deliverables, reporting cadence, and ISO alignment. This document is reviewed and signed before any technical work begins.

Step 3: Kickoff

On agreement, we provision access, set up your environments, and begin testing within 48 hours. Documentation and metrics tracking begin immediately.

Ready to discuss your testing needs?

info@qualityaboveall.in · [+91 87916 59397](tel:+918791659397) · qualityaboveall.in