

Case Study: Cineplex Digital Media - QA Process Improvements

CHALLENGE & TEST REQUIREMENTS

- Digital Menu Board delivery to client was encountering issues with regards to both quality and speed of delivery to client
- Testing - though undertaken - was occurring late in the process, by only one group, and lacking sufficient coverage
- Tools and processes employed for project and test assets and activities were disparate and insufficient
- Resultant testing maturity level was at Level 2: Quality Initializing

- Digital Menu Boards provided for major retailers in the fast food industry
- Menu Boards have dynamic content and animation
- Price and calories updated from separate interface

SOLUTION & APPROACH

- QAC engaged Cineplex in an advisory and implementation role to establish:
 - QA oriented processes & practices;
 - JIRA usage for test asset management;
 - QA enhanced roles & responsibilities;
 - Enhanced internal- & external- communications; and,
 - Metrics & measures to gauge QA activities

RESULTS

- ✓ JIRA, Processes, Role, Activities, and Metrics established via coaching and training aids
- ✓ Internal and External communication improved resulting in better insight into issues earlier
- ✓ Jira implementation in concert with Quality Checklists aid in enforcing testing due diligence

BENEFITS

- ✓ Testing Maturity increased to Level 3; Quality Conscious
- ✓ Daily Stand up ceremonies significantly improved team communications
- ✓ Better 2-way communication channel established with partners for long term planning, scope control, and quality issues.