



## Quality Management

The Automobile Association as part of its total system rewrite wanted to address quality management issues, although the new software systems were well tested, it was not always clear what all the changes within a particular build were.

As such there was an element of risk in each deployment, with either changes being missed or changes being introduced ahead of their time. As any change involved a huge number of systems it was essential that every change was correctly applied across the whole architecture.

The brief was to devise a mechanism that would guarantee quality within their deployed software environment.

The key factor was change control. Each change needed to be properly authorised and applied. Once applied, each change needed to be controlled via the software code control system. This both allowed differences to be identified and more importantly any deficiencies identified very quick.

In short if a particular piece of software stopped working, the developer no longer needed to remember what they did. The documentation would tell us what was required and the software version control would tell us exactly line by line what changes were made, thus speeding any investigation.

We liaised with external auditors to confirm that the processes developed were sound and would work within the scope of a well designed quality management system.