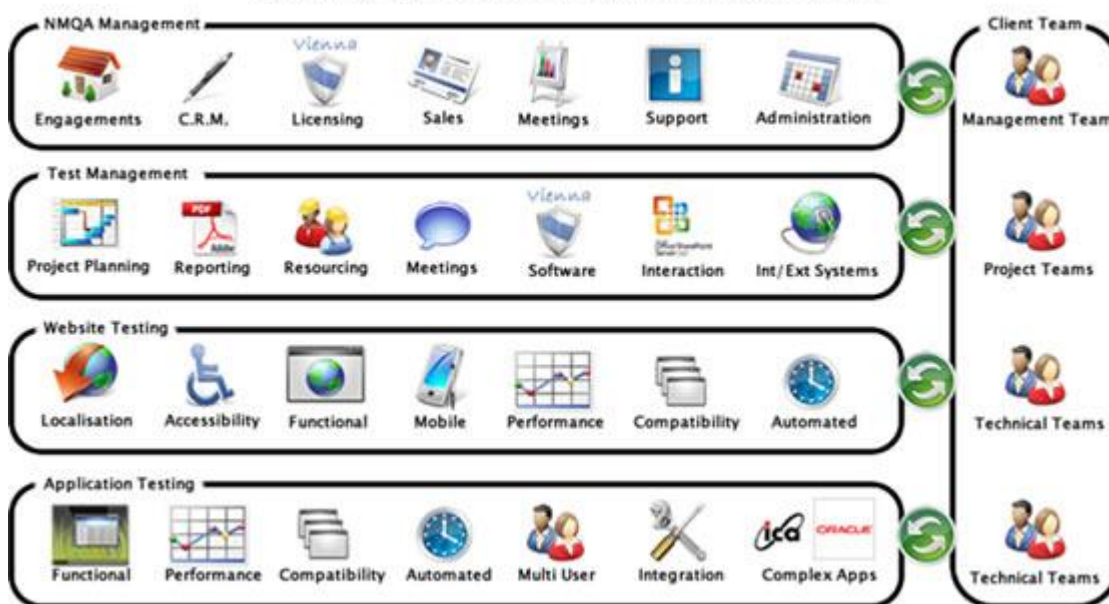


# TCE Overview

NMQA's UK Based Testing Centre of Excellence is the most cost effective and technically advanced testing services offering in the industry today. In utilizing the Testing Centre of Excellence as your outsourced testing department you can eliminate software testing tools costs whilst introducing a multi-disciplined testing capacity to your organization.



## Testing Centre of Excellence Structure



NMQA's Testing Centre of Excellence consists of four layers to ensure outstanding planning, execution and delivery of testing services. Each of these are explained below.



The Management Team layer is responsible for the following:

- establishing a working engagement model.
- ensuring the customer relationship is of the highest quality.
- administering all aspects of the engagement.
- specifying the scale, cost and duration of current and future engagements.
- assisting clients in any bid work where QA capability needs to be specified.
- ensuring mission critical programs are delivered on time and to budget.



The Test Management Team layer is responsible for the following:

- all test management, project planning, resourcing and delivery tasks.
- all aspects of client daily interaction: project meetings, conf calls etc.
- all aspects of reporting and documentation.
- all aspects of test execution, environments and systems.
- working with the client project team to deliver on time and to budget.
- the timely provision of software and licenses to client teams.



The Website Testing Team layer is responsible for the following:

- all aspects of test execution and reporting.
- execution of specific testing types: performance, compatibility etc.
- defect life cycle management from discovery to closure.
- adherence to client defined escalation routes.
- integration with client technical teams: personnel, communications etc.
- provision of status updates, reports and root cause analysis documents.



The Application Testing Team layer is responsible for the following:

- all aspects of test execution and reporting.
- execution of specific testing types: complex apps, integration etc.
- defect life cycle management from discovery to closure.
- adherence to client defined escalation routes.
- integration with client technical teams: personnel, communications etc.
- provision of status updates, reports and root cause analysis documents.