

Introduction to PPQA

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Agenda

1. Quality Assurance
2. Quality Control
3. PPQA Role & Responsibility
4. Implementing Quality Function
5. Ranking of Desired Skills
6. Lessons Learned

Quality Assurance

- Quality is an *attribute* of a product.
- A *process* is the set of activities that is performed to produce a product.
- Quality is achieved through processes.
- **Quality Assurance (QA)** is associated with a process. Once processes are consistent, they can “assure” that the same level of quality will be incorporated into each product produced by that process.



Quality Control

- Quality Control (QC) uses reviews and testing to focus on the detection and correction of defects before shipment of products.



PPQA Role & Responsibility

1. Objectively evaluate performed processes, work products, and services against the applicable process descriptions, standards and procedures.
2. Identify and document noncompliance issues.
3. Provide feedback to project staff and managers on the results of quality assurance (QA) activities.
4. Ensure that noncompliance issues are addressed.

* From CMMi - Process and Product Quality Assurance (PPQA) Process Area

Implementing Quality Function

1. Develop a charter.
2. Identify the quality manager.
3. Locate organizationally the PPQA Function.
4. Build support for quality.
5. Staff and train the quality function.
6. Build and deploy the quality toolbox.
7. Drive the implementation of the quality management environment.



Ranking of Desired Skills

Rank	Skill	Explanation
1.	Verbal communication	Able to communicate orally with management, users, and systems analysts.
2.	Written communication	Able to communicate through letters and reports.
3.	Systems Knowledge	Understands how systems are designed and constructed.
4.	Knowledge of operations	Understands how computer applications are operated on the computer HW and SW.

Ranking of Desired Skills (Cont.)

Rank	Skill	Explanation
5.	Computer systems knowledge	Understands how computer systems are designed and constructed.
6.	Business system design	Understands how to solve a business problem independently of the methods by which that solution will operate.
7.	Project Management	Has experience in managing a systems project.
8.	Programming	Can design, program and debug a program in one or more languages.

Lessons Learned

- Visible commitment from senior management.
- Establish a independent organizational structure.
- Senior Staff in Quality Function with Authority.
- Quality Culture - Continuous Improvement.

Quality Awareness....Awanness....Awanness....

Thank you

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