

**Information and Communications Technology Industry Training Advisory Committee
Software Products and Software Services (SW) branch
Unit of Competencies**

1. Title	Perform quality assurance (QA) activities of a software product (See Remark 1 for the meaning of "software product".)	
2. Code	ITSWQA401A	
3. Range	Perform QA activities of a software product according to its defined QA plan to assure its quality [Quality Assurance – Product Level QA]	
4. Level	4	
5. Credit	2	
6. Competency	<p>6.1 Know various QA activities in software product</p> <p>6.2 Know how to relate the defined QA plan with implied conditions</p> <p>6.3 Perform product related QA activities</p> <p>6.4 Perform Quality Monitoring and Feedback</p>	<p><u>Performance Requirement</u> Be able to understand the interrelationship of various QA activities in software product</p> <p>See Remark 2 for some examples of software project QA activities</p> <p>Be able to link up implied conditions, such as compliance review, reporting, and improvement recommendation, as part of any QA plan even though they are not explicitly specified</p> <p>Be able to</p> <ul style="list-style-type: none"> ▪ perform various QA activities related to the software product as specified in its QA plan ▪ evaluate and report QA process evaluation outcomes of the software product ▪ report on non-compliances from review and audit activities ▪ formulate corrective actions (CAs) for the non-compliances, that are in agreement with the product QA plan ▪ identify the concerned parties and stakeholders related to any non-compliances ▪ verify the completion of CAs by checking whether the corresponding QA requirements in the product QA plan have been satisfied <p>Be able to</p> <ul style="list-style-type: none"> ▪ apply suitable tools and techniques for quality analysis & reporting (See Remark 3 for examples of these techniques) ▪ monitor process adjustments with reference to exception reports and recommendations to ensure quality improvement ▪ identify, recommend, and document lessons learnt as well as corrective actions, if any, so as to improve the effectiveness and efficiency of the QA activities ▪ perform regular management reporting <ul style="list-style-type: none"> ➢ on the product QA activities and results ➢ from QA's perspective on the product's compliance with standards and processes

	6.5 Perform QA activities in a professional manner	Be able to perform QA activities as well as Quality Monitoring and Feedback of a software product <ul style="list-style-type: none"> ▪ in an efficient and effective manner ▪ in accordance with the defined QA plan, industry best practices, organization's policies and procedures, any (local and international) laws and regulatory requirements, if applicable ▪ with endorsement from stakeholders
7. Assessment Criteria	The integrated outcome requirements of this UoCs are the abilities to: <ol style="list-style-type: none"> (i) perform various QA activities; and (ii) perform Quality Monitoring and Feedback of a software product as defined in its QA plan so as to assure the quality of the product. 	
Remark	<ol style="list-style-type: none"> 1. Within this UoCs, "software product" takes a boarder meaning of software project, software product, and software services. 2. Examples of software project QA activities include, but are not limited to, compliance review, reporting, and improvement recommendation. 3. Examples of tools and techniques for software project quality analysis and reporting include, but are not limited to, Pareto analysis, cause/effect diagrams, trend analysis, and statistical sampling. 	