

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

1. Title	Establish a quality assurance (QA) entity	
2. Code	ITSWQA601A	
3. Range	<p>Establish a QA entity to govern all QA activities related to the production of software products of an organization within the context of organizational level QA</p> <p>(See Remark 1 for the meaning of “software product”, See Remark 2 for examples of the QA activities.)</p> <p>[QA – Organizational Level QA]</p>	
4. Level	6	
5. Credit	4	
6. Competency	<p>6.1 Have knowledge of the requirements of establishing a QA entity in an organization</p> <p>6.2 Formulate the needs to establish a QA entity and appropriate supporting infrastructure for an organization and the resources required</p> <p>6.3 Prepare a QA proposal</p> <p>6.4 Liaise with the senior management to agree on a QA proposal in alignment with corporate policy</p>	<p><u>Performance Requirement</u></p> <p>Be able to</p> <ul style="list-style-type: none"> ▪ know the different supporting infrastructures of a QA entity in an organization ▪ know the resources required for each component of a QA entity ▪ identify the needs of establishing a QA entity ▪ identify the required resources based on the supporting infrastructure <p>Be able to</p> <ul style="list-style-type: none"> ▪ assist the organization to formulate its vision and mission statements on QA ▪ formulate the vision and mission statement of a QA entity ▪ formulate the needs of establishing a QA entity in an organization ▪ select and recommend an appropriate supporting infrastructure for the organisation ▪ formulate the required resources based on the supporting infrastructure <p>Be able to prepare a proposal with budget considerations by presenting a business case for the establishment a QA entity</p> <p>See Remark 3 for the content of the QA proposal</p> <p>Be able to</p> <ul style="list-style-type: none"> ▪ clearly and unambiguously present and communicate clearly the business case for the establishment of a QA entity to the senior management so as to obtain their support ▪ work with the senior management so as to ensure that the QA proposal aligns with the corporate policy

	<p>6.5 Secure the resources (including recruitment) to set up the agreed QA entity</p> <p>6.6 Establish a QA entity in a professional manner</p>	<p>Be able to</p> <ul style="list-style-type: none"> ▪ work with senior management to allocate and assign required resources in the QA proposal ▪ negotiate with senior management for any further resources (e.g. those promised in the QA proposal but don't have due to change of business environment or those that were not in the QA proposal) that might be needed for establishing the QA entity <p>Be able to establish a QA entity</p> <ul style="list-style-type: none"> ▪ in an efficient and effective manner ▪ in accordance with organization's guidelines as well as any (local and international) laws and regulatory requirements, where applicable ▪ with the endorsement of stakeholders.
<p>7. Assessment Criteria</p>	<p>The integrated outcome UoCs requirements of this UoCs are the ability to establish a QA entity for an organization to manage all its QA activities related to the production of its software product.</p>	
<p>Remark</p>	<ol style="list-style-type: none"> 1. Within this UoCs, "software product" refers to software product, software service or software project. 2. QA activities related to the production of software products of an organization include <ol style="list-style-type: none"> a) organizational level QA activities such as software process improvement activities (e.g. capability measurements); and b) product level QA activities such as traditional software QA activities (e.g. inspections). 3. The QA proposal should include, but not limited to, the following items: <ol style="list-style-type: none"> a) Quality Charter; b) Quality Council; c) Management Committees; d) Teams and Work Groups; e) Process Improvement Teams; f) Roles and responsibilities; g) Communication channels; h) Monitoring Compliance to Organizational Policies and Procedures; i) Enforcement of Organizational Policies and Procedures; and j) Preventive, Detective and Corrective Control Procedures. 	