



## Quality Management

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For many insurance carriers the cost and complexity of a formal Quality program is not seen as a necessity. This may be true until a major systems upgrade creates the need to formally and rigorously define software requirements and test the acceptability of purchased or developed code. At this point the lack of trained staff and formal, well documented processes for identifying, tracking and resolving discrepancies may compromise the timeliness, accuracy or completeness of the system implementation. Quality is defined as conformance to requirements. To implement a quality system requires at minimum that the requirements are understood and defined and that a rigorous way of testing the delivered system against those requirements is executed.

CBC has various QA services that range from the support of a QA effort to the complete set up and initial management of a QA department. CBC Quality Service includes assisting the client in selecting and training business Testing Analysts and Test Leads. We can also direct the quality management and testing processes coordinating quality procedures with other project areas.

CastleBay follows best practices using effective project management and structured testing methodologies supported by the Quality Assurance Institute (QAI). CBC's Quality Management Service was developed and refined over years of assisting Property & Casualty carriers to achieve new levels of quality standards and procedures. Adherence to quality process and methodology can reduce development and testing timeframes and the cost of production problems and budget over time. Our Service helps you focus on quality issues that impact all areas of any system.

### CastleBay Intellectual Capital

CastleBay can provide value added leadership and direction in establishing quality standards and processes to increase to an acceptable level the project stakeholder's confidence that the system will behave correctly under all circumstances of interest. We bring to the table Intellectual Capital including generic plans, methodologies, testing templates and the skill to tailor services to the individual client's need.

Our Quality Management consultants work with programming leaders to define unit and integration testing standards so that tests and associated data are developed from design stipulations to validate that coding meets documented specifications. Functional testing by trained business/testing analysts consists of detailed test cases that define inputs, outputs and expected results. Tests and associated data are developed from documents that specify a business process' intended behavior.

CBC Quality Management Services are also available to assist the client in the selection and implementation coordination of automated testing tools available from leading industry vendors. The integration of manual and automated testing builds libraries of reusable regression tests. CastleBay consultants have direct experience with a number of the major automated functional testing tools.

The combination of our extensive Property & Casualty insurance knowledge and our hands-on expertise with all aspects of quality management puts CBC in an excellent position to provide a lasting value to your company. Contact us today for more information.

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