



## 360° Product Improvement - Emirates Post Group



IMPROVE PRODUCT QUALITY & REDEFINE BUSINESS NEEDS

EMIRATES POST - CASE STUDY

# 360° Product Improvement

## THE COMPANY



Emirates Post is the official postal operator for the United Arab Emirates. It is a subsidiary of Emirates Post Group Holding. Emirates Post Group manages the long-term and medium-term planning of its postal operational division and subsidiaries, which consist of Wall Street Exchange Center and Electronic Documents Centre.

The Emirates Post Group provides postal services and solutions that match the latest trends in global postal services, with a focus on making post offices one-stop shops that offer multiple services through a network over 115 post offices, driven by the goal of constantly raising customer satisfaction and adhering to principles of corporate social responsibility.

## THE PRODUCTS

The Group offers quality services under postal and non-postal categories. In Postal services, it provides personalized mailing solutions, local and international Express Mail, domestic and

international courier services, money transfer (Instant Cash service and UPU's International Financial System).

In non-postal services, the Group offers vital community services in partnership with government agencies and private sector companies. The portfolio includes Government services, utility bill payment services, financial services, travel services.

## THE CHALLENGE

The quality assurance process for the Client's main desktop application was quickly becoming very challenging to maintain. The application was constantly growing (more features were added) and we had to find a way to reduce testing times, document the product functional requirements & user manuals, increase the amount of test cases, improve the system overall quality without introducing more additional testing time & improve the overall process so that continuous product quality can be guaranteed.

## THE SOLUTION



Based on experience, the Xcelliti Quality Assurance team proposed following solution to achieve the continuous product quality.

### Process Improvement:

In order to ensure continuous and consistent product quality, Xcelliti proposed to assess process of Requirements Management (REQM) and Quality Assurance (QA). This would point out various flaws and ensure that in future improved process flows are followed which will guarantee continuous process improvement. Following were the objectives of process improvement

- Understand the current process of client for REQM & QA Process Areas
- Design As-Is Process of REQM & QA according to current processes of client
- Assess the designed As-Is Process with respect to CMMI Process Areas of REQM & PPQA
- Design a To-Be Process for REQM & QA which is the improved version of

### Functional Testing:

In order to evaluate overall quality of client products, Xcelliti proposed to test all four application of client. Previously only functional testing of newly developed components was in practice which leaved many integration issues in application. Following were the objectives of Functional Testing

- Understand the Business flows of client applications
- Understand the system flows of client applications
- Design the test cases for all components of applications
- Execute the test cases and report it to development head

### Documentation:

In order to keep track of all the changes occurred in past, it was very important to update the functional requirements document and user manual. This will ensure that all business users and technical team are on same page. Following were the objectives of Functional Testing

- Understand the previous documentation maintained at client level
- Understand the changes developed over the years
- Omit the obsolete requirements in the documentation
- Develop an up-to-date Documentation

- Documentation included creation Functional Specification Document and User Manual Document and Data Dictionary Document

### Automation Training:

In order to reduce testing time and generate more test cases, Xcelliti proposed automation training of client users. This will ensure more coverage of test cases and minimal time to signoff the product release Following were the objectives of Automation Training

- Have understanding sessions with client this will enable understand overall concept of application and various scenarios of Applications.
- Automate the selected scenarios of application from IBM Rational Functional Tester Tool
- Training exercises to be performed on sample application of Rational Functional Tester.

## THE RESULTS



### Functional Testing:

Xcelliti helped client improve the overall quality of application by conducting exhaustive functional testing of all the application in one go .This also helped client test all components of applications which were not normally tested. Few benefits are listed below

- Helped point out the defects and errors
- Improve software reliability hence improved customer satisfaction in the application.
- Improved quality of product which helped lower maintenance cost and hence results into more accurate, consistent and reliable results.
- Ensures application should not result into any failures in production

### Process Improvement:

Xcelliti helped client redesign the process of Requirements Management & Quality Assurance, this helped client follow defined processes that left no margin of ad-hoc processes. The process steps were all laid out and it made everyone else to do what they were supposed to do when they were supposed to do it. Few benefits are listed below

- **You Have Fewer (if any) Crises:** when the process is not defined, you can never be sure that everything required has been done. When the process is defined and all the process steps are checked off, you don't have to waste time going back over things to see if the job is complete. You know that you are done.
- **Your Work Is Scheduled More Realistically:** When the processes are not defined, every estimate is just a guess as to how much work is involved. That is, perhaps, the biggest cause of headaches for the staff members who have to do the work. That is what turns their planned 40 hours of time into a 60+ hour work week. With good processes in place and being followed, estimators can see and estimate for all tasks involved in the job.
- **You Negotiate Your Schedule with Facts, Not Opinions:** Client having issues with estimates project schedules are more likely to understand the estimates if a project is divided in to tasks .It's much better when you can take the Client to the process chart to discuss, in detail, how much effort the new task will require and then see, specifically, what tasks will have to be put off to match the effort required for the new work.

**Predictability and consistency:** QA using test automation can rerun a test with the utmost consistency, critical when development team create a new build. Regression tests quickly verify whether pre-existing functionality still works in the new version and provide early development feedback.

**Productivity:** Automated testing creates a high productivity environment for organizations without requiring additional resources. For example, QA organizations can run unattended tests, 24/7, across multiple platforms, browsers and environments simultaneously, allowing personnel to concentrate on other quality issues.

**Efficiency:** Delivering easy-to-use test automation software that is accessible to users with differing levels of technical expertise enables different user roles to effectively contribute to testing in a coherent, managed, collaborative environment.

### Automation Training:

Xcelliti trained Client staff on Automation Testing, this helped client reduce the overall testing time hence able to deploy software build much earlier. Few benefits of Automation Testing are listed below

**Reusability :**Test automation does not require users to start from scratch with each new testing effort. Reusable tests will run more frequently, enabling personnel to find and fix more errors earlier in the development process.