

OPTIMIZING SOFTWARE TESTING

EFFICIENCY FOR THE VERSION-UP OF SALES MANAGEMENT/WMS/CAREGIVING SYSTEM PROJECT

HIGHLIGHTS

Superior Project Management Capability

To ensure timely delivery to end-users as per the client's deadline, Luvina proactively devised the most optimal project deployment plan.

Adaptability to Emergent Situations

Due to the initial lack of information provided, the project encountered numerous emergent situations, leading to an increased workload beyond the agreement. Nonetheless, Luvina still managed to meet the final delivery deadline for the client.



PROJECT OVERVIEW

Luvina conducted **manual testing** for the client's version-up project of the sales management/WMS/caregiving system. Although only one phase of the project was executed, according to the client's feedback, Luvina played a crucial role in helping the client ensure timely delivery.

Country: Japan

Service: Software Testing - Manual Testing

Duration: 4 months, from May 2023 to the end of September 2023.

Scale: 32 man-months

ABOUT THE CLIENT

Our client is an SI company in Japan, currently executing a version-up project for the sales management/WMS/caregiving system. The client requires a highly skilled team to carry out the software testing phase.

They have committed to a deadline with end-users and need to ensure strict adherence to this deadline. They approached Luvina, hoping that we could accompany them in testing the product to achieve the best quality and meet the deadline.



CHALLENGES

Lack of Information in the Estimation Stage

At the project's outset, the client provided Luvina with information such as the number of screens to be developed, test perspectives, and screen sizes, but specific requirements were incomplete, leading to difficulties in estimating the workload. When the project was underway, the actual workload turned out to be much larger than initially estimated.

Consequently, this project encountered several issues:

- The initially agreed-upon resources were unable to handle the increased workload.
- Despite having a backup personnel plan, Luvina still had to supplement new personnel to ensure task completion. Meanwhile, we still had to meet the original deadline, so the project team had to both work and train new personnel.

Prolonged Q&A Time

Due to the continuous need for exchanges regarding data and requirements, Luvina had to conduct frequent Q&A sessions with the client to obtain accurate data and detailed requirements. This increased project execution time.

1 PROACTIVELY PLANNING AND SUPPORTING THE CLIENT:

- Luvina assisted the client in planning the project daily, including handling the volume of Q&A that needed to be addressed and prioritizing the Q&A list.
- During daily meetings, Luvina always summarized the QA results that the client answered, thereby predicting the potential consequences and providing additional insights to the client about the project's status.
- During periods when the client was overwhelmed, Luvina proactively assigned personnel to support the client in searching for and creating data.

To conclude, Luvina alleviated the project management burden for the client. We proactively planned, monitored, and coordinated the project. When the client saw Luvina's proactiveness, they were extremely satisfied and trusted us to closely follow the proposed plan.

2 FLEXIBLE RESOURCE UTILIZATION AND EFFECTIVE TRAINING PLANS:

To ensure sufficient resources for the project even if the workload increased, Luvina had a strategy for resource utilization and specific training plans:

- Flexibility in changing working methods depending on each stage. Based on the goals, workload, and project situation at each stage, the team always had human resource plans for multiple options to be ready to change working methods to achieve the best final result.
- Before and after each stage, we always calculated the appropriate personnel mobilization to reduce waiting time for information from the client.
- The team immediately drew lessons and updated documents (checklists and test perspectives) after each delivery to improve quality and minimize client bugs for subsequent deliveries, as well as to create training materials for new personnel in the future.

3 PROPOSAL OF A COMPREHENSIVE OVERALL PLAN:

To accompany the client in ensuring the delivery schedule for end-users, Luvina proactively proposed an overall project execution plan with the client and actively managed this schedule. The plan includes everything from the progress of tasks for both the client and Luvina to risk assessment and countermeasures.

Weekly, Luvina's team and the client evaluate the overall progress and finalize actions to address any issues that arise (if any). This helped us receive high praise from the client for our proactive spirit in all aspects, from risk recognition, proposal of solutions, planning, and execution, as well as Luvina's mindset of actively receiving and managing tasks.

ACHIEVEMENTS

Overall, the project ran for 6 months but was essentially completed in the first 5 months. The client had an additional month to handle tasks requiring end-user involvement. Ultimately, all tasks, both those assigned to Luvina and those managed independently, were accomplished on time. While occasionally feeling the pressure of our rigorous planning, the client expressed appreciation for Luvina's contributions.