



Quality Services

Mobizent builds in quality from the start

Mobizent believes that quality has to be built in from the start of any company, it has to come from the highest levels and every quality task has to be an integral part of your methodology process. Like testing, Mobizent provides an Independent approach to the Mobizent Quality Team to ensure every task is looked at from an outside perspective.

To deliver quality products and services with consistent results, you must provide a standard methodology across all products and projects. Mobizent uses its defined and detailed methodology, described briefly in the Services section of our website, which uses five phases: Discovery, Design, Development, Test and Support. In each of these phases, the quality team plays a key role and a detailed set of tasks. The Discovery Phase states the desired goals for our product and how it will be achieved. The Design and Development Phases is our implementation of this plan, and it is QA responsibility to make us stay on this course. Once the product/project is in production, it is time for QA to Check to make sure it is meeting the standard we set in the Discovery Phase. QA will require us to make necessary corrections when the product is not meeting the correct standards.

Defining Quality- Quality assurance(QA) relies on a strict definition of what is acceptable and not acceptable from a product or service. If a customer has ordered a particular product from Mobizent that should work a certain way, then if the product does not meet this quality standard, then it is QAs responsibility to document this and attempt to correct this prior to delivery. Mobizent makes sure that every employee understands the quality definitions and how he/she is to make certain those standards are met.

Measuring Quality - Measuring the quality that is delivered is also critical for consistent results. Mobizent managers and supervisors have a responsibility to check an employee's work as it relates to quality standards. When quality falls short, supervisors are responsible for making the change required to bring quality back to the proper standard, not just the QA Team.

Improving Quality - The old expression, "There is always room

for improvement," rings true when it comes to quality assurance. To keep Mobizent ahead of our competition we are always asking the question, "How can we make this product better, faster and more unique?" By inserting these changes into the process here and there and by raising Quality standards a small bit each year, Mobizent achieves an improved product, from both a quality and a competitive stand point.

Process Checklists - Process checklists for each Phase is one of the more common quality assurance management techniques that Mobizent uses in our Methodology. This involves development of a list of all critical tasks involved in each phase in the complete development cycle. As each task is completed, the QA Team manager checks off that step on the checklist. This diligent technique prevents neglect or avoidance of important procedures throughout the development process.

Project Audits - Project audits are another critical technique provided at key junctions in each Phase. These are thorough reviews of the processes involved in creating deliverable products. Process reviews on an individual project help QA determine whether steps have been taken to improve quality. In some cases, Mobizent will use independent

quality auditors, from a separate project/product to determine whether quality standards have been met. By reviewing failed tasks, Mobizent can determine possible quality issues from unfulfilled assurance standards.

Process Reviews - Mobizent understands that Quality Assurance is an evolving management process. New products and new development tools and techniques can change processes or workflows. As an individual manager, or in collaboration with a team of managers, Mobizent regularly reviews our development processes and assurance standards against industry benchmarks and best practices. This helps us ensure that our standards align with current process and do not lag with other companies. Our QA management technique distinguishes us from our competition by being a cutting edge and leading edge company in the QA field.



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