

# QDMS & QTRAK Procedure for Customisations



QA software

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QDMS and QTRAK are both industry standard products with a wide user base. Both products can be customised to provide increased functionality under certain circumstances. In order to deliver a quality product to the client and to maintain the stable, core functionality of the system, the following customisation procedure has been implemented:

1. **Specification, Review & Costing.**  
A specification must be provided, reviewed by the programmers involved and a costing schedule supplied to the client.
2. **Purchase Order supplied.**
3. **Prototype Approval.**  
If necessary, a user interface prototype should be supplied.
4. **Coding.**  
The programmer will complete the programming required and produce an upgrade routine to install the new modifications.
5. **Testing.**  
A separate Quality Assurance Tester will test the modifications against the original specification and file a report stating his or her findings.
6. **Documentation.**  
If necessary, a documentation team will collate and write appropriate end user documentation for the customisation.
7. **Initial Release.**  
The customisation and documentation will be sent to the client for review.
8. **Client Review**  
The client will have the opportunity to review the supplied customisation and documentation. Any comments will be compared to the original specification. Original items that do not meet the specification will be corrected; new items will be specified and renegotiated.
9. **Final Release**  
All items completed, the final customisation and documentation will be supplied to the client.

Regards,  
The QA Software Development Team.