

# Key Challenges Facing Quotient's Federal Government Clients

*Mission: Connect key members from across the nation that set policy on our nation's educational assessments*

## Quality Assurance

“Develop process to ensure that deliverables and work meet or exceed NAGB and industry standards.”

### Case Study: National Assessment Governing Board (NAGB)

The National Assessment Governing Board's (NAGB) mission is to set policy on our national educational assessments. The Governing Board is an independent, bi-partisan group consisting of 26 members. Quotient provides a variety of services to NAGB including: application development, content updates, promotional materials, reports.



#### PROBLEM WAS:

- No process for ensuring quality control.
- Small errors were being introduced to the production environment.



#### SOLVED BY:

- Creating a formal Quality Assurance process;
- Implementing a team approach to vetting content both prior to and following publication to the production environment.
- Ensuring that QA checks are performed by team members other than the member implementing the changes.



#### RESULTS WERE:

- Information published to the production environment is correct, and free from errors.
- The level of QA has not only enabled us to ensure that we do not introduce errors, but allows us to catch potential client errors.