TRACE

TRACE TECHNOLOGIES
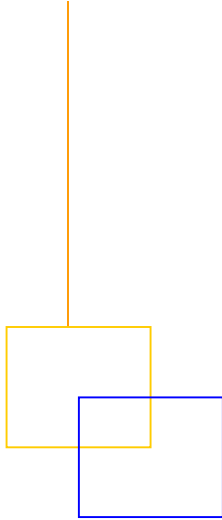
Empowering Software Quality

VALUE DIFFERENTIATORS

**Trace Technologies Pvt. Ltd.
D5A, Second Avenue Extn,
Anna Nagar East, Chennai.600
102
Phone: 91-44-
52183182/52170489**

Value Differentiators

1. Focus on Statistical Process Control

TRACE offers a focused approach towards Statistical Process Control thus bringing out the best Quality Control measures. Our team comprises CSQA's and CSTE's who are certified by the Certified Quality Assurance Institute, USA. Each team also has a Quality Facilitator who is responsible for collating and analyzing all statistics. Some Quality Control tools used at various stages include:

➢ Cause and Effect diagram for the Regression testing Impact analysis.

➢ Pareto Analysis for the Cause Code data analysis.

➢ Other Metrics like defect density, testing efficiency, test coverage, defect aging analysis, defect leakages/project or module.

2. Customized Process Document

Processes are different from organization to organization. Customers have their own process. Trace has its own process, which may or may not align with customer process. To facilitate this, TRACE will evolve the Customized Process Document (CPD) pertaining to the project. CPD is the procedural document derived after reviewing customer specific processes against Trace's Quality Management System. During the various stages of the Software Development Life Cycle (SDLC), TRACE would ensure adherence to quality processes and procedures agreed upon in the CPD.

3. Customized Template and Checklist

The Interaction Models, Escalation mechanism, Issues checklist, development plan, testing plan, quality plan and all other templates and checklist related to the projects will be defined and derived based on the interaction with the customers. The same templates and others process documents will be followed throughout the life cycle.

4. Quality Initiative.

To improve the quality of the software, TRACE Quality team also works in close coordination with the relevant departments in the customer site to modify processes. In addition to Quality initiatives, TRACE has a repository of best practices that have been gathered as a result of various assignments.

5. Customer Satisfaction Measurement Benchmarking Study

Customer satisfaction is a primary goal of Trace throughout the software development life cycle. Trace continuously seeks feedback on the quality of its deliverables from its clients to measure the Customer satisfaction Index. In order to satisfy and delight customers with the value of its deliverables and services, it will continuously measure and monitor the customer satisfaction through software customer satisfaction questionnaire, tracking feedback results and improving the process.

6. Customer focused initiatives

This evolution begins with a clear understanding of customer needs and a commitment across the organization to adding value and delivering on these results. Trace will continuously strive to advance this critical relationship – ensuring that customers are satisfied customers. To improve customer focus, Trace conducts regular training on customer orientation for employees.

7. Regular Review Meeting

For this the management at trace frequently visits clients to review customer satisfaction on the services offered. Similarly the clients also visit trace periodically for reviews. During these reviews, improvement areas are identified and program for improvements are worked out.

8. Transparency

Trace offers complete transparency about the project progress through regular timely and complete reporting on the project status. Trace has web-enabled tracking tools for change management and access to them is provided to the clients in order to achieve complete visibility. Trace also assures to provide a review and audit of any of the projects at any time by the client.

About TRACE

Trace Technologies, is a Software Testing Company, serving Software companies

- **To minimize the businesses risks**
- **To minimize the cost of producing Good Quality Software**
- **To minimize Time to Market.**

The spectrum of Trace services is

- **Software testing**
- **Test Consultation**
- **Test Automation**

Trace Products are

- **Load Tracer-** a load and performance testing tool
- **Tracer**- an effective tool for the automation of functional and regression testing.
- **Tracktest-** a complete web based test management tool

For more information call 91-44-52170489 / 52183182 / 9444160581
Or visit our Web site at: www.tracet.net