



QMS

Quality Policy

Thula – Nordic Source Solutions

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Style and contents are confidential

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1 Document control

This section describes how to version, file, distribute and improve this document.

1.1 Revision tracking

This document is subject to revision control so that after each formal change a new version shall be created with a new data and revision number. At any given time the revision with the highest version number is considered the official and valid version of this document.

1.2 Document source, storage and distribution

The source of this document is maintained by Thula. It is stored in the Thula document repository in the following folder:

- Internal / Workflow

This document shall be distributed in PDF format only.

1.3 Revision history

Date	Version	Author/Approved by	Description
2013-02-06	1.0	Magnús Kristjánsson	Initial version.
2014-12-22	1.1	Magnús Kristjánsson	Updated section 2.2 and 2.3 to reflect current practice.

1.4 Related documents

The following documents are related:

Document	Description
Thula – QMS Main – Workflow Handbook	Master document in the Thula QMS.

1.5 Reader comments

If you have any comments on the contents of this document please send those by e-mail to magnus@thula.is. If a review results in changes, all user of this document should be notified.

1.6 Glossary

Abbreviation	Explanation or web reference
ITIL	IT Infrastructure Library
JIRA	The Thula issue tracking system, ref support.thula.is
MSF	Microsoft Solution Framework
QMS	Quality Management System

2 Thula Quality Policy

This section summarizes the Thula Quality Policy.

This document is part of the Thula QMS, and contains the Thula Quality Policy

2.1 Quality objectives

Thula operates an active quality management system (QMS) in which emphasis is placed on the following:

- manufacturing reliable products that live up to the customer's expectations,
- ensuring the rapid deployment and successful use of the products,
- upgrading staff skills and knowledge, with an emphasis on imagination and initiative and
- constantly improving working methods, so promoting the evolution of the company.

It is regarded as vital that employees should know and comply with the company's Quality Policy and work processes.

2.2 Management of software development

The currently effective development framework within Thula is based on practices that have evolved from XP programming through Microsoft Solution Framework (MSF) to today's use of Scrum. Scrum defines the roles and principal procedures used in development.

The basic methods used in quality management of software production are automated unit tests, code reviews and testing. A dedicated test team performs both daily testing of issues as they get implemented, as well as wider scale release/regression tests and system test.

A standardised issue tracking system – JIRA – is used for managing feature requests and defects. This system keeps track of the progress and status of all work items. In the system, each employee sees what work items he/she is to handle, and marks them off when the outcome is ready for review or testing. The same task tracking system is also used as the customer service system, so information from customers which has a bearing on development is visible to the developers in an integrated workflow.

Another standardized system – TestRail – is used for planning, tracking and documenting testing efforts beyond daily testing of on-going development and support work in JIRA. This test management system is used to define test cases and test suites which can be used to create test plans for e.g. system tests and regression tests. The system also tracks the execution of dedicated test runs and integrates with the JIRA issue tracking system for registering defects found, or do document references to underlying requirements documented in JIRA.

All modifications to program code are recorded in a standardised source control system (Subversion). Design specifications, system documentation, and other internal or customer related documents are stored in a document management system (SharePoint), and all marked versions of the source code and the relevant documents are regularly archived using documented backup procedures.

Thula develops and maintains well-defined systems. The systems are under constant development, i.e. customer suggestions and ideas regarding innovations are regularly put into practice and new versions of the systems are distributed to customers in accordance with service and maintenance agreements.

2.3 Management of services

Working procedures in Thula's services are based on ITIL, IT Infrastructure Library, and are standardised for all customers and systems.

The JIRA issue tracking system is the main service tool. Service requests/incidents from customers are received and are handled according to work procedures that are specified in writing. The issue tracking system captures all matters related to customers' day-to-day operational events. Thula provides both web-based and e-mail based access to the system. The web based option can be used by customers to monitor the progress of individual items, as well as patches and releases.

Thula service personnel is responsible for keeping users/customers informed about the progress of these incidents, and also of events and opportunities that are likely to have an effect on their daily operational environment.