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QA Delivery Manager – Responsibilities

Emvigo

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Emvigo Technologies

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Contents

Document Overview

This document consists of the main responsibilities and checklist of the QA Delivery Manager role.

- Leadership – Do what's right, even if it's tough
- Collaboration – Leverage our collective genius, be a team
- Transparency – Be real and be honest
- Accountability – Recognize that if it is to be, it's up to me
- Passion – Show commitment in heart and mind
- Advocacy – Earn trust and business In Quality – Ensure what we do, we do well

QA Delivery Manager

The role of a Quality Assurance (QA) Delivery Manager involves managing and overseeing the delivery of quality assurance services to ensure that products and services meet customer requirements and industry standards. The role requires a combination of technical, leadership, problem-solving abilities, and communication skills. The QA Delivery Manager will lead a team of quality assurance professionals and collaborate with cross-functional teams to ensure that quality is embedded into all aspects of product development and delivery. QA Delivery Manager would be responsible for mentoring resources, training new practices, and assessments.

Overall, the QA Delivery Manager should have the ability to manage multiple projects and play a critical role in ensuring that products and services meet customer requirements based on industry standards

Key Responsibilities:

- Develop and implement quality assurance processes and procedures to ensure that products and services meet customer requirements and industry standards.
- Manage a team of quality assurance professionals, including assigning tasks, providing guidance and support, and mentoring team members.
- Establish quality goals and objectives for the team and ensure that they are aligned with the overall goals and objectives of the organization.
- Monitor and report on quality metrics to senior management, and identify areas for improvement.
- Ensure that products and services comply with industry standards and regulations.
- Collaborate with cross-functional teams, including development, product management, and customer support, to ensure that quality assurance is integrated into all aspects of product development and delivery.
- Promote a culture of continuous improvement within the team, and identify areas for improvement in existing processes and technologies.
- Ensure that all projects are completed on time and within budget, and report on project status to senior management.

Checklist to ensure the responsibilities

This Checklist will explain E2E activities and the involvement of a solution architect

Pre-Sale Activity

1. Analyze the given requirement and raise the right questions to the customer to get more clarity
2. Help the pre-sale team to estimate the effort of the QA process.
3. Suggest or recommend the right QA process and Tools as per the business requirement and domain

Project Kickoff and Sprint 0 Activities

1. Review the L2 Estimation and Find the gaps in QA efforts
2. Overlook the overall QA Process and guide them with the help of the QA manager
3. Share the Emvigo Best Practice documents and checklists that are considered as part of testing
4. Suggest the right tools and methods based on the business requirements and domain
5. Review the overall effort and ratio of resources
6. Suggest an apt resource in Project
7. Ensure that all the guidance and templates are in place before starting the projects

Development & Audit Review

1. Guide and support the QA manager and QA lead to solve the critical scenarios related to testing methods or manage the load
2. Do an Audit Process Review every two months or after the first release to ensure that the QA team is following the best practices as per the given guidance. Project audits should happen at regular intervals
3. Process Audit also should happen every 3 months
4. Give proper suggestions in the audit Report and share them with the Project team to correct the potential gaps.
5. All the decisions should be communicated to all project groups.
6. Interact with customers based on criticality and build trust
7. Evaluate and suggest productivity improvement options to reduce manual efforts.
8. Review the Security Test and Load Test output as part of the audit review.
9. Should Review the Performance, Load, Regression Test Evaluation, and Security Testing (using Zap Proxy and MobSF) as part of every release.
10. Do a release checklist review in every major release and find the critical and high flaws of newly developed features.
11. Monitor the Production monitoring activities if applicable for the release
12. Basic Security Testing and Load test reports should be reviewed by the QA Delivery manager end
13. Ensure that the release activities are going as per the steps defined.
14. Verify the release note, test report, known issues, and suggestions made by my team from the QA Delivery manager end
15. Make a good rapport with customers if necessary for big projects
16. Review and guide all the reports in the absence of a QA manager or at least for the initial stage of the project.

Project Closure Review

1. Review all the QA Documents and ensure all the points are covered (Release, Test Case, Final Test Result, Pending Activities or Know Issues, Test Plans, etc.)
2. Review and ensure that the audit-related points are covered. If not mention it as a known issue

3. Ensure all the highest, High vulnerabilities and issues are fixed
4. Sign off the Project Closure Document

Quality Assurance Delivery Manager COE

ROLE TASKS

Scope

The role of a Quality Assurance (QA) Delivery Manager involves managing and overseeing the delivery of quality assurance services to ensure that products and services meet customer requirements and industry standards. The role requires a combination of technical, leadership, problem-solving abilities, and communication skills. The QA Delivery Manager will lead a team of quality assurance professionals and collaborate with cross-functional teams to ensure that quality is embedded into all aspects of product development and delivery.

A QA Delivery Manager is in charge of implementing and leading the best practices, suggesting tools to improve the productivity and overall process of QA activities. Overall, the QA Delivery Manager should have the ability to manage multiple projects and play a critical role in ensuring that products and services meet customer requirements and industry standards and that quality is embedded into all aspects of product development and delivery.

Accounting for project constraints

Each project has its limitations usually referred to as constraints. These include:

- Technology
- Productivity Improvements
- Risks
- Scope
- Quality
- Time

A QA Delivery Manager should consider these constraints when running a project in an optimized way. This is very important. Additionally, we should have a clear picture of Critical Requirements and Non-functional requirements too.

BUSINESS OUTCOME

Quality Delivery

1. Continuously Improve the quality of the products or services being delivered.
2. Implement effective QA processes and tools to ensure the quality of deliverables.
3. Audit the project and team process at regular intervals and give suggestions to improve quality
4. Maintain a checklist to manage the delivery of the project and ensure that all are covered
5. Handhold the new project and help the team to streamline the delivery without any caveats or quality issues
6. Compare the L1 & L2 Estimate and give suggestions to improve the productivity and effective method of testing to finish it on time.
7. Review the L2 Estimation and Find the gaps in QA efforts
8. Set the product monitoring support and SLA parameters. Ensure that production monitoring metrics are in place.
9. Take responsibility to follow up on the status of process review or audit points, Ensure all the necessary follow-ups and reporting without a nudge, and make it happen.
10. Do random reviews on the Project release and Test reports once in a while.
11. Ensure that the necessary delivery activities are performed as per the given guidelines.
12. Make sure that team is aware of the NFR testing parameters and verify the performance, vulnerability, and security reports regularly. Give guidance if it is necessary.
13. Review the Cadence Report and Suggest the missing points.
14. Ability to pick up challenges and execute them within agreed timelines.
15. Evaluate the Prepare a monitor of projects and their bug ratio, developer vs QA ratio, sprint wise metrics, put a score after evaluation
16. Suggest the right tools and methods based on the business requirements and domain
17. Suggest an apt resource in Project
18. Ensure that all the guidance and templates are in place before starting the projects.
19. Develop and implement quality assurance processes and procedures to ensure that products and services meet customer requirements and industry standards.
20. Ensure that products and services comply with industry standards and regulations.
21. Ensure that all projects are completed on time and within budget, and report on project status to senior management.
22. Guide and support the QA manager and QA lead to solve the critical scenarios related to testing methods or manage the load
23. Do an Audit Process Review every two months or after the first release to ensure that the QA team is following the best practices as per the given guidance. Project audit should happen in regular intervals
24. Process Audit also should happen every 3 months
25. Give proper suggestions in the audit Report and share them with the Project team to correct the potential gaps.
26. All the decisions should be communicated to all project groups.
27. Interact with customers based on criticality and build trust
28. Basic Security Testing and Load test reports should be reviewed by the QA Delivery manager end

29. You will be responsible for ensuring that tested products meet performance, scalability, and availability requirements.

Productivity & Continuous Improvement

1. Monitor and report on quality metrics to senior management, and identify areas for improvement.
2. Promote a culture of continuous improvement within the team, and identify areas for improvement in existing processes and technologies.
3. Streamline processes involved in the Input triggers of QA like (Communication of BA Development Team, UI, UX, Customer), Requirements and Acceptance Criteria, etc.
4. Evaluate the Prepare a monitor of projects and its bug ratio, developer vs QA ratio and take a step to improve the productivity.
5. Leverage automation tools and methods to improve productivity and establish a trial-and-run approach.
6. Supporting project management to review the QA progress and reports and ensure that resources, risk recognition, and planning stay aligned with the solution goals.
7. Suggest and Lead the R&D activities of the QA testing process
8. Must take responsibility for the overall technical direction of the QA process
9. Conduct research from time to time to ascertain those third-party solutions that are most appropriate and suggest ways of integrating them and define best practices.
10. Maintain guidelines and principles to improve the productivity of the QA team in different areas and share best practice knowledge with the entire team.
11. Should be responsible for evaluating new technologies and tools, staying up-to-date with industry trends, and recommending appropriate technology solutions for the organization's needs.
12. You will be expected to provide guidance on the selection of appropriate tools, frameworks, and libraries.
13. Expect to do hands-on involvement in critical requirements, support to solve the technical issue, and R&D activities.
14. Suggest and improve the new and existing processes for creating better outcomes
15. Inform various stakeholders about any issues or directions with the current QA process or changes being implemented

Monitor & Mentoring

1. Monitor and report on quality metrics to senior management, and identify areas for improvement.
2. Monitor the Production monitoring activities if applicable for the release
3. Set the product monitoring support and SLA parameters. Ensure that production monitoring metrics are in place.
4. Evaluate the Prepare a monitor of projects and their bug ratio, developer vs QA ratio, sprint wise metrics, put a score after evaluation
5. Project-specific QA dashboard should be in place for overall monitoring purposes.
6. Ensure that all the guidance and templates are in place before starting the projects
7. Manage a team of quality assurance professionals, including assigning tasks, providing guidance and support, and mentoring team members.

8. Should have good review ability to monitor and suggest feedback in all technical and documentation processes.
9. Monitor the production instance testing report and make sure that the application delivered the expected outcome as per requirements.
10. Find the gaps in the QA Team and Process and streamline it for better outcomes
11. Monitor and validate the overall performance of the QA team and make suggestions to improve
12. Identify the technical and process skill gaps and give proper direction to fulfill
13. Define all the relevant and necessary processes and their templates, then monitor regularly. Irrelevant processes should be identified and stopped.
14. Publish Organisation wide summary of Bug analysis and drive improvement strategies.

Process Adherence

1. Proactively find the risk and raise it. Recommend suggestions with solutions or alternative approaches to prevent it.
2. Find and follow the best practices to ensure the quality, performance, security, and availability of the applications and share them with the team members
3. Ensure that the Audit and monitoring processes are initiated as per the defined frequency and generating reports
4. Learn from your failure and improve your quality and accuracy
5. Always ensure the below four parameters in every review or technical activity monitoring aspects
   a. Fulfill the Business Requirement
   b. Accuracy
   c. Quality
   d. Security
   e. Performance
6. Adhere to all the technical and non-technical processes and suggest pros and cons to improve it
7. Proactively inform the leaves and availability of the line manager and it should be planned well and applied upfront in HROne. Inform the same to PM if you are in an emergency situation
8. Maintains necessary hours and clocks the efforts to the Time Management tool accurately and on time.
9. Do documentation to avoid your dependencies in a project or role activities and publish it.

Communication & Relationship

1. Good verbal communication with all the stockholders precisely without any ambiguity
2. Good non-verbal skills- email communication (external/internal) and ensures clarity when communicating to external clients/internal team.
3. Occasionally attend the scrum calls (Internal or external), Sprint Refinement, Sprint Planning, Sprint Demo, and Sprint Retrospective based on necessity
4. Make a good rapport with the clients and project team members
5. Collaborate with cross-functional teams, including development, product management, and customer support, to ensure that quality assurance is integrated into all aspects of product development and delivery.

Learning & Development

1. Actively improve your designing, and architecture skills using new technologies
2. Should be capable to learn new technologies and adaptable

3. Expand your skill and knowledge of different technologies and tools out there in the market
4. Recommend taking certification in current or new skills to accelerate your career growth.

Culture

1. Actively participate in organization activities
2. Help other team members to achieve their goals or in tough situations

Extra Mile

1. Participate in the blueprints projects process and suggest concepts
2. Supporting and Handling the tough situation when an event arises.
3. Most Importantly, share your knowledge with others to improve their knowledge.

LEVEL – 1 COMPETENCY REQUIRED

Iceberg Elements	Competency Attributes List (Weightage)
Skills (Proficiency)	- Effective Communication (5) - Good persuasive verbal communication and written skills in English - You should be able to communicate complex technical concepts to technical and non-technical stakeholders clearly and concisely. - You should be able to work collaboratively with technical teams, project managers, and other stakeholders to ensure that solutions are delivered on time and within budget. - Ability to form a good rapport with clients, managers, and colleagues as part of trust-building - Collaboration (4) - Leverage our collective genius, be a team - Share your knowledge within the team and externally to communicate better - Involve in teamwork and share your suggestions and ideas - Listening Skills (5) - Excellent listening skill to understand the business requirements and problems statements - Problem-Solving Skill (5)

	- o Expecting an Excellent problem-solving skill - o You should be able to identify key pain points and challenges, develop solutions that address them, and make data-driven decisions to ensure that technical solutions meet business requirements. - Quality Management Skill (5) - o Ensure what we do, we do well and follow the best practices - o Ensure that we never compromise the quality of any deliverables - Time Management (5) - o Time estimation and accuracy will be an important factor - o Finish your assignments on time and be ready for agreed time - o Delegate parallel executions wisely based on requirement if needed. - o Take necessary actions without wasting time. - o Ability to prioritize and manage time - Leadership (5) - o Do what is right, even if it is tough - o You should be able to provide technical leadership to the organization, mentoring QA teams, and driving technical excellence. - o Provide guidance to help technical teams achieve their goals. - o Data-Driven Decision Making that is fair and communicated precisely as to why the decision was made to everyone - Risk Management (5) - o Effectively manage the risks associated with functional defects, security, and compliance. - o Help the development team to fix critical or production-related issues - o Manage a plan to prevent or overcome common issues - Adaptability (4) - o You should be able to adapt to new technologies, changing business requirements, and evolving IT strategies. - o You should be able to identify emerging trends and recommend appropriate technology solutions for the organization's needs. - Analytical Skills (4):

	- You should be able to analyze technical requirements and constraints, and recommend technical solutions that meet business requirements. - Mentoring & Monitoring Skills (4) - You should have the ability to mentor and coach junior developers, providing guidance and support as needed to help them grow and develop their skills. - Decision-Making Skill (5) - Making a decision at the right time with the right choice is an important factor - Decision should be recorded and shared with other necessary stakeholders - Big Picture Thinking (4) - Understand and evaluate the effects of a new feature on the overall application. Note: Skillbase will be the goal source for the Skill Measurement. Refer to the skills and their competency in Skillbase. The given competency might differ in Skillbase based on the role defined.
Knowledge (Proficiency)	- Manual Testing (4) - Deep & Strong Knowledge in Integration Testing - Deep & Strong Knowledge in Component Testing - Deep & Strong Knowledge in Mock Testing - Deep & Strong Knowledge in Databases & Cloud Service Testing - Deep & Strong Knowledge in Third-party Contract Testing - Deep & Strong Knowledge in Cross Browser & Cross Device Testing - Deep & Strong Knowledge in Functional Testing - Deep & Strong Knowledge in Infra Structural Testing - Deep & Strong Knowledge in Production Monitoring & Testing - Deep & Strong Knowledge in User Acceptance Testing - Deep & Strong Knowledge in Sanity Testing - Deep & Strong Knowledge in Smoke Testing - Deep & Strong Knowledge in Device Simulator Testing - Automation Testing (4) - Deep & Strong Knowledge in Scripting and Execution - Deep & Strong Knowledge in API Testing - Deep & Strong Knowledge in BDD Testing (Behavioural Data Driven Testing)

		o Deep & Strong Knowledge in Contract Testing
		o Deep & Strong Knowledge in E2E Testing
		● Performance (4)
		o Deep & Strong Knowledge in NFR Testing
		o Deep & Strong Knowledge in Load Testing
		o Deep & Strong Knowledge in Stress Testing
		o Deep & Strong Knowledge in Performance Testing
		● Security (4)

- Performance (4)
    - o Deep & Strong Knowledge in NFR Testing
    - o Deep & Strong Knowledge in Load Testing
    - o Deep & Strong Knowledge in Stress Testing
    - o Deep & Strong Knowledge in Performance Testing
- Security (4)
    - o Deep & Strong Knowledge of SAST & DAST Testing
    - o Deep & Strong Knowledge in NFR Testing
    - o Deep & Strong Knowledge of Security Testing aspects in Web & Mobile application
    - o Deep & Strong Security Testing Framework & Tool
    - o Deep & Strong Database Security Testing
    - o Deep Knowledge of Third-party Integration Testing & Security
    - o Basic Knowledge in Penetration Testing
- Technical Skills (4)
    - o Basic Programming Language (JavaScript, PHP, C#, Python etc)
    - o Essential Testing Tool Knowledges
    - o Test Planning
    - o Test Strategy & Design
    - o RTM
    - o QC Metrics & Monitoring
    - o Strong Knowledge in Synchronous and Asynchronous Operation Testing
    - o Strong understanding of programming concepts
- Documentation (5)
    - o QA Process & documentation Knowledge
        - ▪ R&D Specific Document
        - ▪ Guidelines & Best Practice Documents
        - ▪ Other supporting Documents and Reports
    - o Record the contents with good clarity
    - o Template Preparation
    - o Reporting & Presentation Documents
- Preferred Knowledge (4)
    - o Deep and Strong knowledge in SDLC Life cycle,
    - o Agile or Scrum Knowledge

	o Deep and Strong knowledge about Quality Standards, Legislation, and Best Practices o Deep and Strong knowledge in Microservice, Distributed, and Serverless Application Testing Aspects o Deep and Strong Agile development methodologies Knowledge Note: Skillbase will be the goal source for the Skill Measurement. Refer to the skills and their competency in Skillbase. The given competency might differ in Skillbase based on the role defined.

Self-Image (Perspective)	● Confident and Passionate
	  o Urge in facing challenges and making solution would be a great sign of confidence
	● Empathetic and a people person
	● Ability to Adapt things
	● Transparency
	  o Be transparent and real
	● Accountability
	  o Take responsibility in your given assignments till the closure of the task.
	● Passion
	  o Show commitment in heart and mind
	  o Always motivated and enthusiastic
	● Advocacy
	  o Earn the trust of everyone

Traits (Perspective)	● Positive Attitude ● Accept Failures and Take Lessons ● Empathic ● Willingness to learn and adapt ● Honest ● Servant Leader ● Approachable and Friendly
Motives (Perspective)	● Thrive for constant improvement. ● Finds satisfaction in taking up challenges and executing them ● Passionate about growth

LEVEL – 1 PERFORMANCE MANAGEMENT GOALS

Goals are categorized into 3 sections

Category	Details	Weightage
Business Outcome	Goals Defined below in detail.	70%
Proficiency	Showcase growth in Knowledge and skills This will be done in the Skills-Base Tool. You would do a self-assessment and for the given role we will have a desired level of competency against each skill and knowledge.	15%
Perspective	Your Attitude and Traits are assessed by 360 Degree Feedback. We'll take a cross-section of your direct team, your manager, your peers, and dotted-lined employees to get feedback. This would be part of the appraisal life cycle.	15%

LEVEL – 1 GOALS BUSINESS OUTCOME

Category	Weightage 100	Weightage 70	Details
Quality Delivery	25%	18%	
Productivity & Continuous Improvement	25%	17%	Individual Detailed KPIs would be derived from the role sheet
Monitoring & Mentoring	20%	14%	
Process Adherence	15%	11%	

Communication & Relationship	15%	10%	

LEVEL – 2 COMPETENCY REQUIRED

Iceberg Elements	Competency Attributes List (Weightage)
Skills (Proficiency)	- Effective Communication (5) - Good persuasive verbal communication and written skills in English - You should be able to communicate complex technical concepts to technical and non-technical stakeholders clearly and concisely. - You should be able to work collaboratively with technical teams, project managers, and other stakeholders to ensure that solutions are delivered on time and within budget. - Ability to form a good rapport with clients, managers, and colleagues as part of trust-building - Collaboration (5) - Leverage our collective genius, be a team - Share your knowledge within the team and externally to communicate better - Involve in teamwork and share your suggestions and ideas - Listening Skills (5) - Excellent listening skill to understand the business requirements and problems statements - Problem Solving Skill (5) - Expecting an Excellent problem-solving skill - You should be able to identify key pain points and challenges, develop solutions that address them, and make data-driven decisions to ensure that technical solutions meet business requirements. - Quality Management Skill (5) - Ensure what we do, we do well and follow the best practices - Ensure that we never compromise the quality of any deliverables

- Time Management (5)
  - o Time estimation and accuracy will be an important factor
  - o Finish your assignments on time and be ready for agreed time
  - o Delegate parallel executions wisely based on requirement if needed.
  - o Take necessary actions without wasting time.
  - o Ability to prioritize and manage time

- Leadership (5)
  - o Do what is right, even if it is tough
  - o You should be able to provide technical leadership to the organization, mentoring QA teams, and driving technical excellence.
  - o Provide guidance to help technical teams achieve their goals.
  - o Data-Driven Decision Making that is fair and communicated precisely as to why the decision was made to everyone
- Risk Management (5)
  - o Effectively manage the risks associated with functional defects, security, and compliance.
  - o Help the development team to fix critical or production-related issues
  - o Manage a plan to prevent or overcome common issues
- Adaptability (5)
  - o You should be able to adapt to new technologies, changing business requirements, and evolving IT strategies.
  - o You should be able to identify emerging trends and recommend appropriate technology solutions for the organization's needs.
- Analytical Skills (5):
  - o You should be able to analyze technical requirements and constraints, and recommend technical solutions that meet business requirements.
- Mentoring & Monitoring Skills (5)
  - o You should have the ability to mentor and coach junior developers, providing guidance and support as needed to help them grow and develop their skills.
- Decision-Making Skill (5)
  - o Making the decision at the right time with the right choice is an important factor

	o Decision should be recorded and shared with other necessary stakeholders ● Big Picture Thinking (5) o Understand and evaluate the effects of a new feature on the overall application. Note: Skillbase will be the goal source for the Skill Measurement. Refer to the skills and their competency in Skillbase. The given competency might differ in Skillbase based on the role defined.

Knowledge (Proficiency)	● Manual Testing (5)
	    o Deep & Strong Knowledge in Integration Testing
	    o Deep & Strong Knowledge in Component Testing
	    o Deep & Strong Knowledge in Mock Testing
	    o Deep & Strong Knowledge in Databases & Cloud Service Testing
	    o Deep & Strong Knowledge in Third-party Contract Testing
	    o Deep & Strong Knowledge in Cross Browser & Cross Device Testing
	    o Deep & Strong Knowledge in Functional Testing
	    o Deep & Strong Knowledge in Infra Structural Testing
	    o Deep & Strong Knowledge in Production Monitoring & Testing
	    o Deep & Strong Knowledge in User Acceptance Testing
	    o Deep & Strong Knowledge in Sanity Testing
	    o Deep & Strong Knowledge in Smoke Testing
	    o Deep & Strong Knowledge in Device Simulator Testing
	● Automation Testing (5)
	    o Deep & Strong Knowledge in Scripting and Execution
	    o Deep & Strong Knowledge in API Testing
	    o Deep & Strong Knowledge in BDD Testing (Behavioural Data Driven Testing)
	    o Deep & Strong Knowledge in Contract Testing
	    o Deep & Strong Knowledge in E2E Testing
	● Performance (5)
	    o Deep & Strong Knowledge in NFR Testing
	    o Deep & Strong Knowledge in Load Testing
	    o Deep & Strong Knowledge in Stress Testing
	    o Deep & Strong Knowledge in Performance Testing
	● Security (5)
	    o Deep & Strong Knowledge of SAST & DAST Testing
	    o Deep & Strong Knowledge in NFR Testing

- o Deep & Strong Knowledge of Security Testing aspects in Web & Mobile application
- o Deep & Strong Security Testing Framework & Tool
- o Deep & Strong Database Security Testing
- o Deep Knowledge of Third-party Integration Testing & Security
- o Basic Knowledge in Penetration Testing
- Technical Skills (5)
  - o Basic Programming Language (JavaScript, PHP, C#, Python etc)
  - o Essential Testing Tool Knowledges
  - o Test Planning
  - o Test Strategy & Design
  - o RTM
  - o QC Metrics & Monitoring
  - o Strong Knowledge in Synchronous and Asynchronous Operation Testing
  - o Strong understanding of programming concepts
- Documentation (5)
  - o QA Process & documentation Knowledge
    - ▪ R&D Specific Document
    - ▪ Guidelines & Best Practice Documents
    - ▪ Other supporting Documents and Reports
  - o Record the contents with good clarity
  - o Template Preparation
  - o Reporting & Presentation Documents
- Preferred Knowledge (5)
  - o Deep and Strong knowledge in SDLC Life cycle,
  - o Agile or Scrum Knowledge
  - o Deep and Strong knowledge about Quality Standards, Legislation, and Best Practices
  - o Deep and Strong knowledge in Microservice, Distributed, and Serverless Application Testing Aspects
  - o Deep and Strong Agile development methodologies Knowledge

Note: Skillbase will be the goal source for the Skill Measurement. Refer to the skills and their competency in Skillbase. The given competency might differ in Skillbase based on the role defined.

Self-Image (Perspective)	- Confident and Passionate - Urge in facing challenges and making solutions would be a great sign of confidence - Empathetic and a people person - Ability to Adapt things - Transparency - Be transparent and real - Accountability - Take responsibility in your given assignments till the closure of the task. - Passion - Show commitment in heart and mind - Always motivated and enthusiastic - Advocacy - Earn the trust of everyone
Traits (Perspective)	- Positive Attitude - Accept Failures and Take Lessons - Empathic - Willingness to learn and adapt - Honest - Servant Leader - Approachable and Friendly
Motives (Perspective)	- Thrive for constant improvement. - Finds satisfaction in taking up challenges and executing them - Passionate about growth

LEVEL – 2 PERFORMANCE MANAGEMENT GOALS

Goals are categorized into 3 sections

Category	Details	Weightage
Business Outcome	Goals Defined below in detail.	70%

Proficiency	Showcase growth in Knowledge and skills This will be done in the Skills-Base Tool. You would do a self-assessment and for the given role we will have a desired level of competency against each skill and knowledge.	15%
Perspective	Your Attitude and Traits are assessed by 360 Degree Feedback. We'll take a cross-section of your direct team, your manager, your peers, and dotted-lined employees to get feedback. This would be part of the appraisal life cycle.	15%

LEVEL – 2 GOALS BUSINESS OUTCOME

Category	Weightage 100	Weightage 70	Details
Quality Delivery	25%	18%	
Productivity & Continuous Improvement	25%	17%	Individual Detailed KPIs would be derived from the role sheet
Monitoring & Mentoring	20%	14%	
Process Adherence	15%	11%	
Communication & Relationship	15%	10%	

Next Steps

If you are reading this for the first time, we recommend you take a Self-Assessment to understand where you stand according to this expectation by talking to your HR SPOC.

PERFORMANCE REVIEW

Category	Tool	Responsible	Details
Business Outcome	HRONE	Goals would be divided among multiple people for Review e.g. CoE Technology would look at Technical Feedback.	Self-Evaluation from Sep 1 to Sep 15 Mar 1 to Mar 15 Review Session would be scheduled by HR SPOC/Manager. The meeting will include 1. Reporting Manager (Mandatory) 2. HR Manager (Optional) 3. CTO (Mandatory) All concerned reviewers should have the ratings done and ready before the meeting. We assess together as to why these ratings come to a consensus. 30 Meeting.
Proficiency	Skills Base	CoE Technology	Self-Assessment from Sep 1 to Sep 15 Mar 1 to Mar 15 Rating Directly taken from the Skills-base
Perspective	Survey Sparrow	Peers, Managers	This would be conducted from Sep 1 to Sep 15 Mar 1 to Mar 15 Rating Directly taken from the 360-degree tool.