



Quality of service

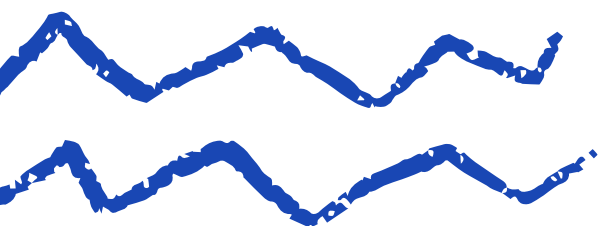
YR 2023

**PREPARED BY:
LUKASZ PASEK
REQUIREMENTS ENGINEER**

Lukasz Pasek Quality of Service

We want to offer consistent and high quality of service in every project we sign on.

Lukasz Pasek has following policies. We require your acceptance of these policies before we can start providing our service to you.



OUR PROCESS

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FIXED WAY FOR DEFINING PROJECT SCOPE

- Requirements Engineer documents project scope using ERD and Task Descriptions

FIXED WAY FOR DEFINING SOFTWARE SPECIFICATION

- Requirements Engineer documents project requirements using Atomic Functional Requirements, Warnier Diagrams and Planguage for Non-Functional Requirements

INTERNAL PROCEDURES

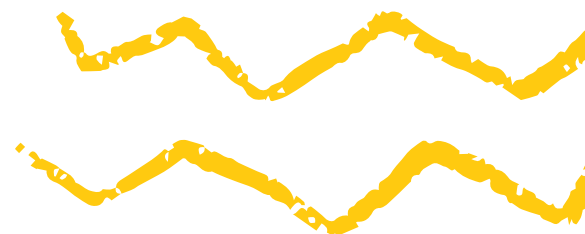
- Requirements Engineers are following internal procedures created separately for the 5 tools
- those procedures are kept up to date by Lukasz Pasek and were already reviewed

DAILY INTERNAL QUALITY CHECKS

- Lukasz Pasek is not dedicated to any project but is instead checking quality of everything that Requirements Engineers are delivering

CCPM PROJECT MANAGEMENT

- we plan and execute projects using Critical Chain Project Management
- buffer usage monitoring helps us know upfront how requirements delivery is going on and if it will be on time or delayed



CONTACT WITH CUSTOMER

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DAILY SHORT MEETINGS

- one or two meetings with customer SME every day, each meeting lasts up to 30 minutes

RECORDING MEETINGS

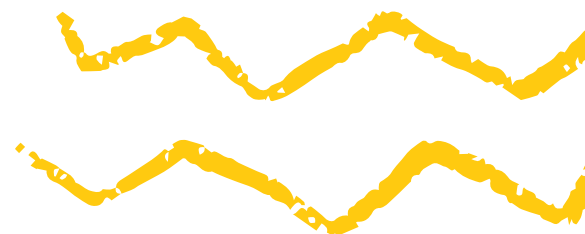
- Requirements Engineer records meetings with customer in order not to miss anything and to analyze them piece by piece as part of work on documentation

REQUIREMENTS ENGINEER ASSURES QUALITY BY CONDUCTING STORYTELLING WITH CUSTOMER

- customer representative explains to the Requirements Engineer how he understands the documentation
- Requirements Engineer improves documentation based on what he/she learned during storytelling

SUPPORT AFTER CONTRACT

- Requirements Engineer is available to answer any questions regarding created documentation even after end of our contract



WORKING CONDITIONS

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THERE IS NO MULTITASKING FOR REQUIREMENTS ENGINEER

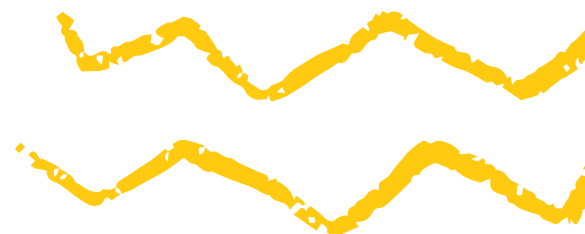
- Requirements Engineer is working only on one project at any given time

REQUIREMENTS ENGINEER NEVER SWITCH CONTEXT

- Requirements Engineer is not participating in any other activities except the meetings necessary to create scope or requirements documentation

WORK FROM HOME

- every Requirements Engineer is working in environment he likes and prefers without unnecessary commuting or office interruptions



CONTRACT AND PAYMENTS

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SIGNED CONTRACT AND NDA AGREEMENT

- we sign contract before starting any project
- we can also sign NDA agreement as part of our 3 days of free ERD consulting

GUARANTEED QUALITY

- customer is not paying if he is not happy with quality of what we delivered

TWO WEEKS PAYMENT PERIOD

- contract specifies deliverables and payments for them have to be done within two weeks since delivery

