

## Quality Assurance Policy

Terrabase Ltd prides itself on the quality of the software and services which it provides. All staff are qualified to at least degree level and are registered members of the British Computer Society and as such take pride in their work. Terrabase operates a quality assurance strategy throughout the life-cycle of every product from inception and implementation to deployment through to maintenance. We work to the formalised standards as laid out in the SR EN ISO 9000:2001 along with standards for software testing and evaluation as defined by ISO 9126.

At each stage of development the project is managed by our highly competent software developers and project coordinators to ensure best-practice is followed throughout:

- **Requirements & Design:** Sufficient specifications and use-case scenarios are produced which follow through into an exhaustive set of design documents. Such documents will 'blueprint' the system in it's entirety to ensure that all involved can envisage the system from every angle.
- **Implementation:** The design documents are carried forwards by skilled software developers who use industry best-practice methods, tools and techniques to realise the system fully. During this time the system and it's constituent parts are subject to cycles of testing and improvement.
- **Testing & Evaluation:** Nearing the end of the development cycle, testing of the system is stepped-up. Testing is performed by trained software testers, real end-users and automated mechanisms. This stage is only complete when the system complies with the requirements of the client.
- **Maintenance & Support:** The system is constructed in such a way as to be easily maintainable, with minimal interference to the use of the system. Ongoing support is provided to the client to ensure that they feel confident with their new system.

Terrabase relies on it's reputation as a highly reliable provider of quality bespoke software and systems and believes that the client's needs should be met at all costs. The relationship between client and provider is one of trust and Terrabase aims to nurture this relationship throughout the systems and development and beyond.