

SERVICE OVERVIEW

Roq's Defect Management service provides clients with skilled resources that deliver a standardised and consistent approach to the management and reporting of defects from creation, through root cause analysis, to fix, retest and closure. Roq's approach ensures defects are managed efficiently and effectively, reducing time/cost impacts on programme/project delivery.

SERVICE FEATURES

- Defect Management strategy aligned to project and business risk
- Defect Manager role performed by skilled resource
- Clearly defined roles and responsibilities for defect management contributors
- Defect priority and severity definitions tailored to project/business risk
- Standardised defect lifecycle workflow, including status transition
- Consistent defect data capture enabling effective root-cause analysis and resolution
- Structured review meetings adaptable to any schedule
- Clearly defined root to escalation to ensure timely resolution
- Management Information (MI) reports detailing system/product/application quality under test
- A defect process adaptable to any test management tool

SERVICE BENEFITS

- Early defect detection minimises project time and cost impacts
- Improved quality of system/product/application delivered
- Informative MI that enables the identification of process improvement
- Informative MI enabling prevention of recurrence of similar defects
- Minimises the risk of reputational damage for the business
- Enhanced communication, teamwork, and connectivity through cross team collaboration
- Improved ROI by reducing the cost of development
- Improved user and/or customer service and satisfaction
- Central source of truth for project and defect resolution progress
- Supports effective use of any test and/or project management tools

ABOUT ROQ

Roq is an independent, outcomes focused Quality Engineering consultancy. We give organisations the confidence to implement complex technology change through Quality Engineering, delivered by our brilliant people. By leveraging our comprehensive solutions, built upon our Q-Suite, a comprehensive collection of assets, AI and automation frameworks, and a consistent way of working, we keep focus on what truly matters to you.

Whether you are rolling out new platforms, modernising legacy technology, or delivering large-scale upgrades, we help you move at pace, without sacrificing quality. Partnering with us leaves your organisation in a better place for the future.

Our Quality Engineering solutions are tailored to build confidence into your technology delivery, no matter your sector. With proven expertise, innovative approaches, and deep industry insights, we ensure your technology consistently delivers exceptional performance and outstanding user experiences.

OUR VALUES

Straight Talking: We say it how it is, using open, honest and direct communication. You'll always have full visibility on progress, with clear, candid insights and independent guidance, so you are empowered to make informed decisions.

Excellence: We leverage our expertise to drive efficiency and deliver the best outcomes, maximising value for you at every step.

Passionate: We care about what we do. We're motivated by proactively identifying risks throughout the lifecycle, to help you prevent issues before they arise and stopping them from recurring.

Commitment: We see it through, and we deliver on our promises whilst surpassing expectations. You can be confident that we're committed to making measurable improvements that leave a lasting impact. We'll work closely with your team and implement sustainable practices to ensure long-term success.