Learn More About…

Quality Assurance

PowerTrain
Improving Performance

Quality Assurance Solutions

At PowerTrain, everything we put out the door goes through a rigorous review and editing process. All of our websites, web-based trainings, instructor guides, and other documents are thoroughly reviewed to make sure they meet standards of accessibility as well as the GPO style guide and/or any client style preferences determined at the beginning of the project.

We staff several certified editing and quality assurance professionals who are eagle-eyed and meticulous when checking projects. Our quality assurance services are offered as a part of your larger project with us, or they can be ordered separately if you have an existing product or document that needs to be reviewed.

At PowerTrain, we know that quality is key to successful projects and relationships.

At PowerTrain, 80 percent of our business is from repeat customers. Our clients know they will receive good value and quality products time after time. So, in addition to meeting all defined performance standards and having trained professionals thoroughly check our work, we strive to do the right thing right, on time, every time in order to build and sustain relationships and satisfy our customers.

Quality assurance (QA) is not a last-minute activity for us.

A QA specialist is involved in all aspects of each project and coordinates with the whole development team throughout a project's lifecycle. In particular, when a project team is assembled, a core member of the team (usually the Project Director) is assigned as the point person for the QA activities, and that person, in conjunction with a QA specialist, ensures that:

- Deliverables are complete and meet the requirements agreed upon between you and PowerTrain.
- The design and content goals of the project are met.
- All accessibility requirements are met.
- All milestone schedules are met.
- Our products are clean, free of errors, and follow the appropriate style guide (our default is GPO style).
- There is continual and open communication with the client on quality and quality issues.
- All quality problems or variances are addressed and immediate corrective action is taken.

The formal and informal training sessions and workshops we offer in-house ensure the continued professional growth of our staff.

Team PowerTrain recognizes that a better trained team makes fewer errors and provides more productive workers.

For web-based training, we use our proprietary *PowerTracker*^{TM} quality assurance database.

This software, which was conceptualized, designed, and programmed by PowerTrain, captures internal review comments and makes sure that each one is addressed by the appropriate staff member in house. We've recently expanded this capability by creating an online storyboard review tool our clients can use to enter comments during review of deliverables.

For paper-based deliverables, we use tools such as Microsoft Word's Track Changes and review features, where comments can be entered directly into a document.
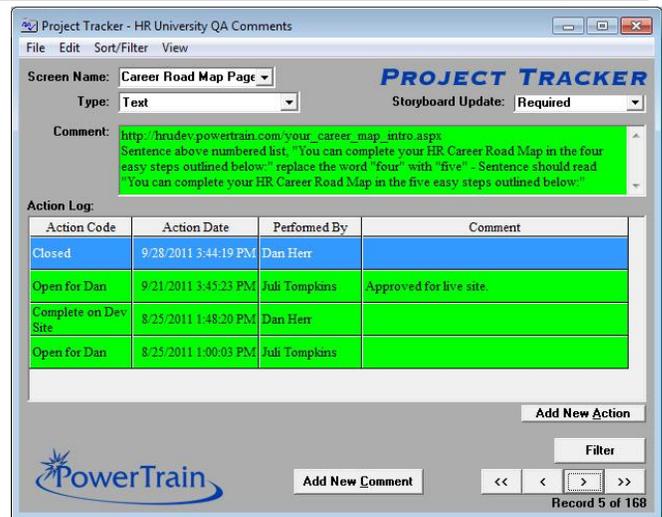
Our QA process is aligned with the principles of ISD.

Here's a table that shows the types of checks we perform at different phases in a project:

ISD Phase	Sample QA Checks Performed
Analysis	Conditions of the management plan have been addressed.
Design	Objectives are defined, are clear and meaningful, and match project specifications defined in government-furnished materials (GFM) and initial design meetings.
Development	Content covers all approved objectives, and test items are valid.
Implementation	Objectives are met, materials are complete and error-free (bugs, viruses), and SCORM- and Section 508-compliant (when appropriate).
Evaluation	Pilot test are conducted, results evaluated, and changes effected based on findings.

When you're ready, give us a call.

For more information on PowerTrain's quality assurance solutions, contact:

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