

Zitec QA Excellence Framework

From reaction to prevention.

Data-driven quality.



Hi! I'm Andrei.



QA

- started in game testing, because... games.
- never the technical guy in the room
- like to work collaboratively with people
- maybe too much into AI



What does quality mean?

 **Join Menti!**

Tell us in 1-2 words what quality on a software project means to you.



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How do you prove quality?

Another Menti.

How do you **objectively** measure quality today? If a client asks how the project is doing, what data do you show?

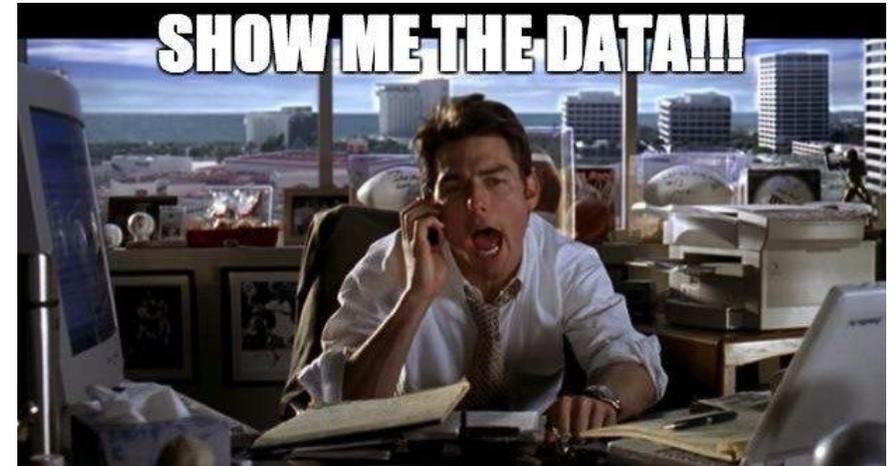
| *No "I feel we're doing fine." We want concrete data.*



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Our Zitec reality

We have 12+ major projects, 50+ QA colleagues, multiple technologies, and clients from completely different industries. How do we maintain a unified quality standard in such a complex ecosystem?



Fintech & enterprise

Critical applications, maximum security, complex architectures, strict regulations.



Logistics & E-commerce

Huge traffic, performance optimizations, extremely fast release cycles.



Mobile & own products

Flawless UX, device fragmentation, strict app store review processes.

The need for a 'North Star'

Beyond generic checklists

Teams needed a clear direction. The recurring question was, "Ok, but what does **good** QA actually look like? What should we guide ourselves by?"

We realized decisions were too often based on perceptions or putting out local fires, not data or patterns.

We needed a definition of excellence tailored specifically for Zitec's reality.



By QA, for QA.

It wasn't written in an isolated office.

It was created by a working group using real expertise from our projects.

10

QA Colleagues
(across all seniority levels)

90+

Hours of Analysis
(invested over 3 months)

5

Pilot Projects
(tested directly in production)

The anatomy of Quality



Testing Efficiency (40%)

How fast we test, how efficiently we use time, and how we automate repetitive efforts.



Product Quality (40%)

Issues appearing in production, real prevention, QA's involvement in overall app stability, or vulnerabilities present in our application.



Process Quality (20%)

How solid the testing process is, test case coverage, coding review practice, or analyzing specifications.

What exactly do we look at?

 **Time in status:** Do tickets stay in testing for a reasonable time? How long from "For Testing" to validation?

 **Green pipelines:** Are automated tests maintained, or are pipelines ignored? What's the critical scenario coverage?

 **Defect rate:** The rate of defects caught by us in lower environments versus what reaches the client directly.

 **Prevention process (RCA):** Do we conduct Root Cause Analysis and establish explicit actions when a problem makes its way into production?

How do we calculate?

Simple Traffic Light System

Each of the 23 criteria clearly defines what green, yellow, or red means (Fail, Partial, Pass).

The final weighted score uses the matrix: **Impact (High/Medium/Low) × Allocated Value.**

Evaluated every 6 months.

Final project result: *Largely Achieved, Partially Achieved, or Needs Attention.*

Categorie	Criteriu	Impact/Prioritate	25/Mar/25	Ac
	Eficiența testării <i>(Cat de repede testam, cat de eficient folosim timpul si resursele)</i>		68.00%	
eficiența testării	Tichetele sunt preluate in testare intr-un timp rezonabil(time in status - For Testing)	Medium	1	
eficiența testării	Tichetele stau in testare un timp rezonabil(time in status - In Testing)	High	3	
eficiența testării	Acoperire scenarii critice cu teste automate (Automated testing workflow)	Medium	90%	
eficiența testării	Testele automate sunt intretinute - green pipelines	High	75%	
	<p>La ce ne ajuta: Un % cat mai mare de pipeline-uri green inseamna ca testele automate sunt intretinute si sunt utile pentru echipa, ne ajuta sa avem incredere in ce este automatizat si sa investim mai putin efort pentru validari manuale.</p> <p>Cum masuram: Ne uitam la pipeline-urile rulate pe branch-ul cu care s-a facut release, urmarim cat % din ele au status failed.</p> <p><u>Acest criteriu accepta NA daca nu exista teste automate pe proiect.</u></p> <p>80%+ 50%-79% 0%-49%</p>			
eficiența testării				

How does it happen in practice?

1. The Alignment Session

It is not an "audit." It's a collaborative 60-90 min session with the project QA. We look at Jira, dashboards, and processes together.

If a process is missing, we explain its value; we don't just deduct points. It's a mentoring and clarification conversation.

2. Setting Action Items

A "yellow" score is just the starting point.

We use data to draw conclusions and formulate **Action Items**. A good practice step is agreeing on these improvements with the internal stakeholders (Tech Lead, PM, Product).

Quality belongs to the team, not just QA.

Where are we now?

Rata Bug-uri in Productie

↓ 29%

Rata actuala: 0.23

Green Pipelines

↑ 30%

Status curent: 62%

Adoptie OKRs QA

9/11

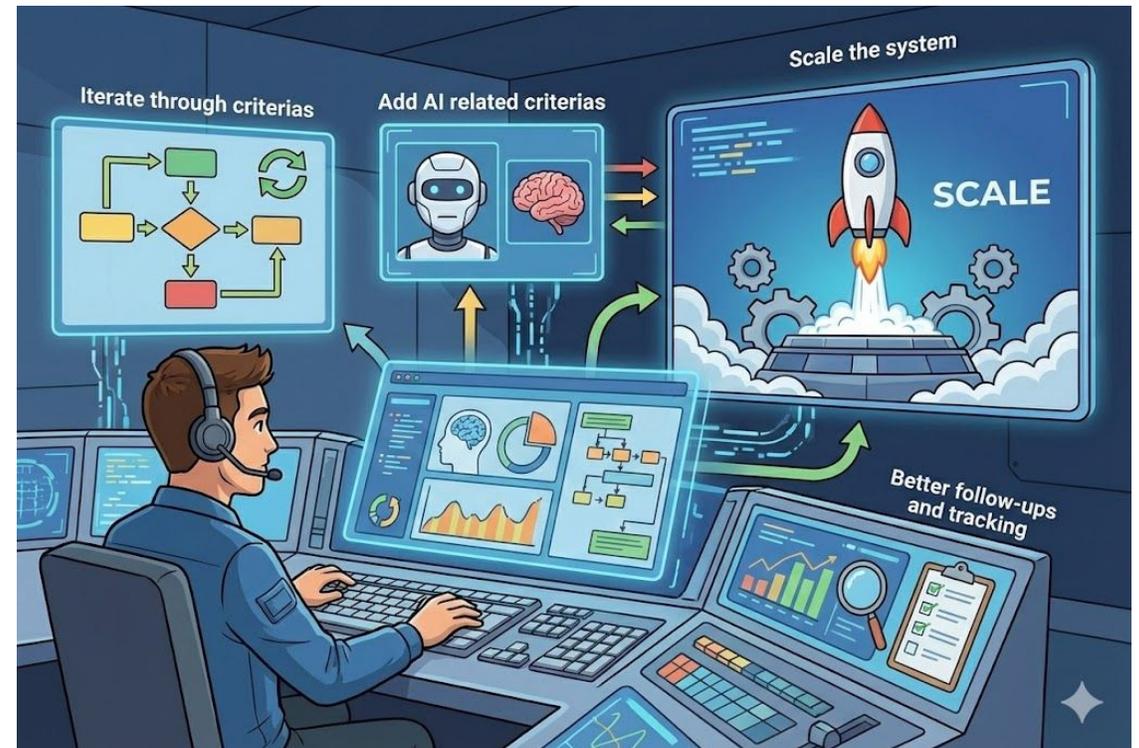
Proiecte au setat obiective

Project Name	S1	S2		
Project1	49.00%	58.00%	▲ 9.00%	<div style="width: 100%;"></div>
Project2	63.00%	65.00%	▲ 2.00%	<div style="width: 100%;"></div>
Project3	47.00%	60.00%	▲ 13.00%	<div style="width: 100%;"></div>
Project4	56.00%	56.00%	-	<div style="width: 100%;"></div>
Project5	22.00%	62.00%	▲ 40.00%	<div style="width: 100%;"></div>
Project6	58.00%	55.00%	▼ 3.00%	<div style="width: 100%;"></div>
Project7	50.00%	41.00%	▼ 9.00%	<div style="width: 100%;"></div>
Project8	73.00%	61.00%	▼ 12.00%	<div style="width: 100%;"></div>
Project9	65.00%	70.00%	▲ 5.00%	<div style="width: 100%;"></div>
Project10	62.00%	42.00%	▼ 20.00%	<div style="width: 100%;"></div>
Project11	N/a	62.00%	-	<div style="width: 100%;"></div>
Total AVG	55.11%	57.40%	▲ 2.29%	<div style="width: 100%;"></div>

Top 3 Cresteri	Project	Value
	Project5	40.00%
	Project3	13.00%
	Project1	9.00%

What's next?

- Iterate through criterias.
- Add an AI-related category
- Better follow-ups and tracking on action items
- Scale the system



Thank you!

