Quality Assurance 3x: The Reliable Process

QA & TESTING CHECKLISTS
Quality Assurance will make or break a project.

Before starting Reliable, we were a design agency struggling to find a decent development team. We tried just about every design-to-code and front-end development agency out there. But, we were constantly disappointed by code that looked nothing like our designs and hadn’t been tested.

So, we started Reliable. And we knew we had to make quality assurance and testing the cornerstone of our business (something our competitors had never done). We built an entire QA department, process, and testing application so that we could always emphasize quality and precision and keep testing at the heart of our services as we grew.

We defined 6 questions that made up the foundation of Reliable’s QA process:

- Does it look like the design?
- Is it functional?
- Does it work in all modern browsers?
- Is it fast?
- Is it responsive?
- Does the code pass W3C standards?
The best QA includes a fresh pair of eyes. Actually, make that three.

After identifying the foundation of our quality assurance standards, we worked on the “how.” How can we delight clients with code that actually looks like their designs? How can we make sure every site we code looks as good on mobile and tablet as it does on desktop? How can we make sure when we fix 1 thing that we don’t break other things in the process?

**Quality Assurance 3x**
We added designers to our quality assurance process. This means the original coder, a quality assurance engineer, and a designer all review your project before we send it to you. The result? We get things right the first time.

**Regression Testing**
The process is then repeated every single time a change is made. This is what’s known as Regression Testing — a measure that helps us make sure new errors aren’t introduced when we’re making changes.
We start by testing the **HTML**, **CSS**, and **JavaScript** of your project.

### DESIGN
- **Verify** the code is an exact, 1:1 match to the client’s designs.
  - Test each page to ensure it fully matches the layout design and meets all client requirements. Compare each section’s size, margins, and alignment.
  - Test all font attributes such as color, size, weight, style, and line height ensuring that all values are an exact match to the client’s design.
  - Test all state effects including active, hover, and disabled on all links and buttons.
  - Test the site navigation or menu — check hover effects, distances, sub-menu(s), and make sure the clickable area is large enough.
  - Test all notes included in client documentation — was everything done to spec?

### RESPONSIVE
- **Test** responsive coding on Desktop, Tablet, and Mobile.
  - Test desktop resolutions: 1920px, 1440px, and 1280px.
  - Test tablet resolutions: 1024px, and 768px.
  - Test mobile resolutions: portrait and landscape on Apple and Android devices.
  - Test retina compatibility — are all website elements crisp and clear?

### BROWSER & PLATFORM
- **Test** on all modern browsers and platforms.
  - Test in Safari, Firefox, Google Chrome, MS Edge (latest versions).
  - Test for cross-platform compatibility on Win10 and Mac OS.
  - Test for HTML Validation and JavaScript bugs/console errors.

### REGRESSION
- **Make necessary changes, then test again.**
Next, if coding a WordPress site, we test functionality and usability.

**WORDPRESS**

Test all WordPress functionality.

- Test WordPress pages against HTML pages — are they an exact match?
- Test default WordPress pages, i.e. login (wp-login.php), 404, search, no results found, blog, and blog post.
- Test default WordPress functions, i.e. log in/register, widgets, menu, pagination, comments, and admin bar.
- Test theme settings panel — custom theme name, changes to theme settings are correctly saved, all custom fields are correctly labeled.
- Test navigation/menu functionality — verify where every menu is displayed on the website and that any changes are correctly saved.
- Test all contact forms — verify the location of every contact form on the website and that any changes are correctly saved. Check form validation, error and success messages, and admin notification email.
- Test the functionality and usability of every page template, post template, and custom post type — does it match the design? Is it easy to use?
- Test the layout of all Advanced Custom Fields (or Elementor) page blocks — does the page break if blocks are added or removed?
- If WooCommerce is installed, test shop, cart, checkout, simple product, variable product, and account pages. Process a demo order, test thank you page and admin and customer confirmation emails.

**FRONT-END**

Repeat front-end, design, responsive, browser, and platform testing.

**REGRESSION**

Make necessary changes, then test again.
The result? A website that looks and functions exactly like it should.

The video below is a screen recording of a Reliable QA engineer during a testing session on a recent front-end (HTML/CSS) project. As you’ll see, we share Charles Eames’ belief that “The details are not the details. They make the design.” Thus, our process is designed around making sure we get your project details right the first time, saving you time, money, and stress.

“The details are not the details. They make the design.”
Charles Eames, Designer Extraordinaire

“We couldn’t agree more, Charles. Cool chairs, btw."
Reliable, Developers Extraordinaire
TESTIMONIALS

Quality assurance should be so good, you don’t even really notice it.

That is, unless you’ve been burned by a design-to-code company in the past — in which case, allow our clients to fill you in! We have hundreds of testimonials attesting to not only the thoroughness of our quality assurance and testing processes, but also of our clean code and personalized service.

★★★★★
“The cleanest, most well-documented code I’ve seen come out of a 3rd-party relationship in years.”
- Michael Lawrence, System Admin, SCI

★★★★★
“We always get pixel-perfect, cross-browser and device-tested files. But more important is the partnership we’ve developed with their company.”
- Pedro Rêgo, CEO, Mobi Pronto

★★★★★
“With every project, they gained our trust, and now we’re fully reliant on them as a true outsourcing partner moving forward with my agency. They are easy to work with, make quality a priority, and just a wonderful company for us to collaborate with.”
- Eric Sharpe, CEO, Protofuse

Read More Reviews
Thanks for your interest in our quality assurance process!

If you have questions or would like to chat about anything feel free to reach out — we’d love to hear from you.

Schedule a Call  Send an Email