



QA Audit Report for ABC App [Web]

Date: 5 June 2023

Auditor: UnbugQA Team

Client: ABC Stores

Executive Summary:

1. The QA audit was conducted to assess the quality and effectiveness of ABC's application/system. The audit aimed to identify any existing issues, potential risks, and provide recommendations for improvement. This report provides a detailed analysis of the audit findings, including identified issues, severity levels, and suggested actions.

Audit Scope:

2. The audit focused on the following areas of the application/system:
 - Functional Testing
 - Performance Testing
 - Security Testing
 - Usability Testing
 - Compatibility Testing

Platforms:

- Devices: macOS Ventura 13.3.1, iOS Version 16.3, Android 11.
- Browsers: Safari, Chrome, Firefox, Opera, Brave, Chromium.

Methodology:

3. The audit was conducted using a combination of manual and automated testing techniques. Test cases were designed to cover critical features, use cases, and scenarios. Test environments were set up to replicate real-world usage. A variety of tools and frameworks were employed to ensure comprehensive testing and accurate results.

Audit Findings:

4. 4.1 Functional Testing:
 - [Issue 1]: During the account creation process, the "Confirm Password" field does not have proper validation to ensure it matches the entered password. Severity: Medium.
 - [Issue 2]: When submitting an invalid email address during account creation, the system does not provide appropriate error messaging. Severity: Low.
 - [Issue 3]: On the user profile page, the "Save" button does not disable or show a loading state when a user saves changes. Severity: Low.

4.2 Performance Testing:

- [Issue 4]: During peak usage periods, the application's response time increases significantly, leading to a degraded user experience. Severity: High.
- [Issue 5]: On the search functionality, when performing a search with a large number of results, the application becomes slow and unresponsive. Severity: Medium.
- [Issue 6]: Loading large data sets on the dashboard causes performance issues, resulting in delayed data presentation. Severity: Medium.

4.3 Security Testing:

- [Issue 7]: User passwords are transmitted over an insecure connection (HTTP) during the account creation process. Severity: High.
- [Issue 8]: Sensitive user information, such as passwords, is stored in the database without proper encryption. Severity: High.
- [Issue 9]: Insufficient input validation on various forms and fields exposes the application to potential injection attacks. Severity: Medium.

4.4 Usability Testing:

- [Issue 10]: The registration form lacks clear instructions, leading to user confusion during the account creation process. Severity: Medium.
- [Issue 11]: Error messages displayed during account creation are generic and do not provide specific guidance to users. Severity: Low.
- [Issue 12]: The layout and navigation on mobile devices need improvement for better usability. Severity: Low.

4.5 Compatibility Testing:

- [Issue 13]: The application does not fully support the latest version of Safari browser, resulting in layout and functionality issues. Severity: Medium.
- [Issue 14]: Certain features do not function as intended on Internet Explorer 11. Severity: Medium.
- [Issue 15]: The application does not provide an optimized user experience on smaller screen resolutions. Severity: Low.

Recommendations:

5. Based on the audit findings, the following recommendations are provided to enhance the quality and performance of the application/system:
 - Implement proper validation to ensure the "Confirm Password" field matches the entered password during account creation.
 - Improve error messaging to provide clear feedback when users enter invalid email addresses during account creation.
 - Enable a loading state or disable the "Save" button on the user profile page to provide visual feedback during data saving.
 - Address performance issues during peak usage periods to maintain a consistent and responsive user experience.
 - Optimize search functionality to handle large result sets efficiently.
 - Enhance data loading on the dashboard to improve performance and reduce delays.

- Ensure all sensitive data, especially passwords, are transmitted securely over HTTPS during the account creation process.
- Implement strong encryption techniques for storing sensitive user information in the database.
- Apply proper input validation to protect against injection attacks.
- Improve the registration form's clarity and provide explicit instructions for users.
- Enhance error messages to provide specific guidance to users during account creation.
- Optimize layout and navigation for better usability on mobile devices.
- Address compatibility issues with Safari browser and Internet Explorer 11.
- Provide a responsive design for optimal user experience on smaller screen resolutions.

Conclusion:

6. The QA audit revealed several critical, medium, and low-severity issues in the application/system. By addressing these issues and implementing the recommended improvements, ABC Stores can enhance the overall quality, performance, security, usability, and compatibility of the application/system. It is recommended that the suggested actions be prioritized and incorporated into the development and testing processes to ensure a robust and reliable product.
7. Appendix:
 - Screenshots [In the attached folder]
 - Screen recordings [In the attached folder]