

# OPX Quality Assurance

Transform your digital operations with OPX

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## Overview

The OPX Quality Assurance (QA) module helps improve the quality of transactional work while the OPX core functionality improves the productivity, utilisation and throughput of your teams.

Designed to handle quality assurance steps in both open QA (before an outbound communication on a service delivery request take places) and closed QA (after the outbound communication on a service delivery request is made), the choice is yours. You can also choose whether you have one or many QA steps in your OPX process.



## Features

OPX QA takes the hassle out of quality assurance by providing an additional process activity step type specifically aimed at quality assurance teams and quality assurance peer review operations.

- Automated sample selection or manual sample selection
- QA target setting such as 90% of cases checked in a period of time (e.g. per week) and assistance in hitting these targets
- QA bypass for key time deadlines such as a mail pickup at 4pm
- QA sampling varies by skill level (i.e. trainees need 100% QA)
- QA banks of questions per company/process/activity/product
- Root cause analysis tracking and reporting
- Generate and send feedback to team leaders on individual assessments
- Add QA statistics to the individual's Operational Performance Reports
- Score and route cases at failure levels back to rework stage
- Regulatory QA checks and reporting such as TCF (treating customers fairly)<sup>1</sup>
- QA reports by multiple factors such as process, activity, company, product, case, core system, team, and individual
- QA dashboards easily tailored by your team to get operational insight on quality across the board

<sup>1</sup>May need some configuration or customisation for your regulator report.

To find out more about how OPX can help you transform your organisation, please contact Alex Allan, CEO.  
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