

Six Questions to Ask Your QA Vendor Before You Renew

A 30-minute meeting with your vendor's account lead. Bring this page.

START WITH THIS SCENARIO

Assume you lose a fifth of the team on our account over the next six months. Some people quit, some get moved to other clients, and some go on leave.

Ask each question, and listen to how specific the answer gets. A strong answer names people, releases, and real examples.

1 Which of our releases slip first?

Strong answer: They name the releases that depend on hard-to-replace people and say how they would protect those dates.

2 Who picks up what the departing people knew, and how?

Strong answer: They describe where your system knowledge lives today and who else on their side has worked on your platform.

3 How long until replacements are productive on our system, not just assigned to it?

Strong answer: They give a number in days or weeks and explain what makes that number possible.

4 Who on our account has access to our systems and data right now, including any subcontractors?

Strong answer: They can produce the list and explain how access is removed when someone leaves.

5 Who is accountable, by name, if a release slips because of a staffing change?

Strong answer: They give you one person's name, and that person owns the outcome.

6 What did you do the last time someone left our account?

Strong answer: They walk through a real example from your account: what happened, who stepped in, and how long it took.

What the vendor committed to

Write it down and bring it to your next review.

Want to know where to press first? Take the QA Vendor Continuity Score at sqasquared.com/whats-your-qa-vendors-continuity-score

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