

Title of Paper

Test Management and Strategies in the Outsourcing/Off shoring Model Within the Carphone Warehouse Group

Presenter

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Target Group

Those who are interested in making outsourcing work, especially in the area of software testing and with a view to get the best of business partnerships with their offshore suppliers\business partners.

Keywords

- Business Partners
 - Vendor Relationships
 - Test Management
 - Off shoring
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Abstract

As the relationships between the organisations and their suppliers become strategic in nature and turn into 'business partnerships', there is a need to re-access the operational relationship underpinning the mutual expectations that exists between the business partners to be able to leverage the benefits that such partnerships have to offer.

This presentation will focus on the management strategy and a few simple management principles adopted within the Test Department of the Carphone Warehouse group to get the best out of the relationships with their offshore business partners.

The presentation will also discuss the team structure adopted within the Carphone Warehouse Test Department in view of 'off shoring' all testing, how the roles and responsibilities have significantly changed, and how the Carphone Warehouse model can be used and adapted to create a department for successful software testing off the shores.

Biography

Sanjay Padhee has an MBA from Xavier Institute of Management, Bhubaneswar and a degree in Politics from Ravenshaw College, Cuttack. He started his career with an internship at Siemens (Calcutta), and besides working for smaller organisations for most of his career he has also worked for companies like IBM Global Services (Hyderabad), HCL Perot Systems (Bangalore), Enthuis (London) and is currently with the Carphone Warehouse group (London).

Focussed on being a programmer and a software architect for over a decade, his passion for the past four years has been Testing & Test Management within Carphone Warehouse where he now heads the Test Department responsible for testing all of Carphone Warehouse's services from Retail through Billing, MVNO's and managed facilities.

Sanjay has been involved with running offshore development and testing teams for 5+ years and is also involved in outsourcing/offshore strategy and steering for the Carphone Warehouse group.

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