# Software Quality and Testing Center of Excellence Training Course



02 - 06 Nov 2026

Madrid

5900 € (Per Person)

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## Course Introduction / Overview:

This comprehensive training course provides a strategic roadmap for establishing, managing, and optimizing a Testing Center of Excellence (TCoE). In today's fast-paced digital landscape, a TCoE is no longer a luxury but a critical component for ensuring software quality, reducing costs, and accelerating time-to-market. This program moves beyond traditional testing methods to instill a culture of quality engineering across the organization. We will explore the foundational principles, governance structures, and operational best practices necessary to build a TCoE that functions as a strategic business partner. Drawing on concepts from industry leaders like Rex Black, a renowned expert in software testing, participants will learn to implement standardized processes, leverage test automation effectively, and measure success through meaningful metrics and KPIs. This course, offered by BIG BEN Training Center, is designed to equip leaders with the skills to transform their quality assurance function from a reactive bug-finding unit into a proactive, value-driven center of innovation. Participants will gain actionable insights into resource management, tool selection, and continuous process improvement, ensuring their TCoE delivers a tangible return on investment and supports overarching business objectives with unparalleled efficiency and effectiveness.

## Target Audience / This training course is suitable for:

- Quality Assurance Managers and Directors.
- Test Leads and Senior Test Engineers.
- IT Managers and Department Heads.
- Software Development Managers.
- Project and Program Managers.
- Business Analysts and Systems Analysts.
- Professionals aspiring to leadership roles in software quality.
- Consultants specializing in process improvement and quality management.

## Target Sectors and Industries:

- Information Technology and Software Services.
- Banking, Financial Services, and Insurance (BFSI).
- Healthcare and Pharmaceutical.
- Telecommunications.
- E-commerce and Retail.
- Government Agencies and Public Sector Organizations.
- Manufacturing and Engineering.
- Aerospace and Defense.

## Target Organizations Departments:

- Quality Assurance and Testing.
- Software Development and Engineering.
- Information Technology (IT) Operations.
- Project Management Office (PMO).
- Product Management and Development.
- Research and Development (R&D).
- Corporate Strategy and Planning.

## Course Offerings:

By the end of this course, the participants will have able to:

- Develop a compelling business case and strategic roadmap for establishing a TCoE.
- Design and implement a robust QA governance framework with clear roles and responsibilities.
- Define and track key performance indicators (KPIs) to measure testing effectiveness and ROI.
- Master techniques for resource planning, skill development, and team management within a TCoE.
- Create and execute a comprehensive test automation strategy aligned with business goals.
- Establish efficient processes for test environment and test data management.
- Integrate the TCoE seamlessly with Agile, DevOps, and CI/CD practices.
- Lead continuous improvement initiatives to enhance the maturity of the testing function.
- Effectively communicate the value of the TCoE to executive stakeholders.

## Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, interactive, and highly practical. We believe that adult learning is most effective when it combines theoretical knowledge with hands-on application. This course utilizes a blended approach, featuring expert-led presentations, in-depth case studies of successful TCoE implementations, and interactive group discussions where participants can share their unique challenges and experiences. A significant portion of the training is dedicated to practical workshops and simulation exercises, allowing participants to work on real-world scenarios such as developing a TCoE charter, designing a KPI dashboard, and creating a test automation roadmap. Collaborative team activities encourage peer-to-peer learning and problem-solving. Throughout the course, there will be continuous opportunities for feedback and Q&A sessions with the instructor to ensure that all concepts are clearly understood. Our approach focuses on providing actionable tools and frameworks that participants can immediately apply to build or enhance a high-performing Testing Center of Excellence within their own organizations, ensuring a direct and measurable impact on their quality assurance capabilities.

## Course Agenda (Course Units):

### Unit One: Foundations of the Testing Center of Excellence (TCoE)

- Defining the TCoE and its strategic importance.
- Exploring different TCoE models (Centralized, Decentralized, Hybrid).
- Conducting an organizational readiness and test maturity assessment.
- Building a compelling business case and securing stakeholder buy-in.
- Developing the TCoE vision, mission, and strategic roadmap.
- Identifying critical success factors and potential roadblocks.
- Introduction to TCoE governance and its core components.

### Unit Two: TCoE Governance, Processes, and Metrics

- Establishing a robust TCoE governance and operating model.
- Defining clear roles, responsibilities, and communication channels.
- Standardizing the Software Testing Life Cycle (STLC) across the organization.
- Developing and implementing quality assurance policies and standards.
- Defining key performance indicators (KPIs) and service level agreements (SLAs).
- Creating effective QA dashboards for stakeholder reporting.
- Implementing risk-based testing methodologies for optimized test coverage.

### Unit Three: People and Resource Management in the TCoE

- Building a high-performance testing team with diverse skill sets.
- Conducting skills gap analysis and creating training and development plans.
- Implementing effective resource allocation and capacity planning models.
- Strategies for managing and motivating onshore, offshore, and distributed teams.
- Establishing career paths and competency frameworks for QA professionals.
- Fostering a culture of quality and continuous learning.
- Managing vendor relationships and outsourced testing services.

## Unit Four: Technology, Tools, and Automation Strategy

- Developing a comprehensive test automation strategy and framework.
- Criteria for selecting, implementing, and managing testing tools.
- Best practices for test environment provisioning and management.
- Strategies for effective test data management and generation.
- Integrating performance testing into the development lifecycle.
- Leveraging tools for test management, defect tracking, and reporting.
- Aligning the TCoE toolset with CI/CD and DevOps pipelines.

## Unit Five: TCoE Optimization and Future Trends

- Implementing continuous process improvement frameworks like Kaizen and TMMi.
- Measuring and communicating the ROI and business value of the TCoE.
- The evolving role of the TCoE in Agile and DevOps environments.
- Exploring the impact of AI and Machine Learning on software testing.
- Advanced concepts in shift-left and shift-right testing.
- Preparing the TCoE for future technological shifts and challenges.
- Developing a long-term strategy for TCoE sustainability and growth.

# FAQ:

### Qualifications required for registering to this course?

There are no requirements.

### How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

## Something to think about:

How can a Testing Center of Excellence transition from a cost center to a value-driven strategic partner within an organization?

## What unique qualities does this course offer compared to other courses?

This course distinguishes itself by adopting a holistic, business-centric perspective on quality assurance, moving beyond the purely technical aspects of test execution. While many courses focus on specific testing tools or methodologies, our curriculum is architected around the strategic principles of building, managing, and optimizing a Testing Center of Excellence as a core business function. We emphasize the critical leadership and management skills required to drive organizational change, including governance, financial management, stakeholder communication, and demonstrating a clear return on investment. The content is deeply rooted in industry best practices for process standardization and continuous improvement, equipping participants with the ability to create a sustainable culture of quality. Rather than just teaching how to find defects, this program teaches how to build a strategic framework that prevents defects, accelerates delivery, and directly contributes to business objectives. The focus on strategic alignment, resource optimization, and value-stream mapping provides a unique and powerful learning experience that empowers participants to lead quality initiatives at an enterprise level, making them invaluable assets to their organizations.