QUALITY

Quality Manual

How RODMENA plans, builds, checks, releases and supports its software and services, and who answers for each step.

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1. Quality policy

RODMENA LIMITED (company 16472788) builds and runs software for public services and the companies that support them. Our quality policy is that a change reaches a customer only when we can show what it was meant to do, how we checked it and who approved it.

The controls in this manual put that policy into practice. They run on the systems we use to build and release software, and the records they produce are available to a buyer on request.

This manual describes how we work today and is not a certification. The director, Farshid Ashouri, is accountable for quality and approves the manual.

2. Scope

The manual covers the following work.

The products in our catalogue, whether they run on a customer's infrastructure or as services we host.
Software we write for a customer under contract, including integrations and data migrations.
The consultancy, support and exit assistance we provide with them.
This website and the documents we publish for buyers.

It applies to everyone who does this work for RODMENA, staff and contracted specialists alike.

3. Responsibilities

Director. The director is accountable for quality, owns this manual and the company policies, approves changes to legal and policy wording and decides any exception to a control in this manual.
Engineers. An engineer writes the requirements and opens the ticket before the work starts, makes the change, runs the checks and records on the ticket how each requirement was verified.
Approvers. A named person approves each step that needs a decision, such as a document sent to a customer or a change to legal wording.
Contracted specialists. Specialists we bring in work on the same tickets and pass the same checks and approvals as our own staff.

4. How work is planned

Every change starts from a written requirement and a ticket.

We write requirements in EARS, a structured notation in which each requirement is one sentence naming the system, the condition and the response. An example is “When a payment fails, the service shall notify the account owner within 5 minutes.” A quality requirement carries a number and a unit, because a word such as “fast” cannot be tested.

The requirements are kept on the ticket and in a file in the code repository beside the code they govern.

Before writing code, the engineer records the design on the ticket. The record names the technical problems inside the requirements and the established techniques that solve them. For each design decision it lists at least two alternatives and the reason the rejected ones lost. Where one of our own platforms already handles a concern, such as access control, quotas or database migrations, the engineer uses that platform or records why not.

A ticket moves from open to in progress to closed. The closing note states how each requirement was checked and gives the measured figure where the requirement sets one.

5. How work is built and checked

Before code is merged it passes formatting, lint and type checks and the full automated test suite in our continuous integration service at ci.rodmena.co.uk.

Our tests follow five rules aimed at faults that ordinary tests let through.

Where a feature talks to another service, the test runs against that real service. A test that checks a message against the code that wrote it would pass even when the two sides disagree.
Before we trust a check that reports nothing wrong, we run it against a case we know is broken and confirm that it fails.
A limit or quota is tested in both directions. It must block work when exceeded and let the work resume when it should.
Tests check the values a system returns. A test that only confirms a response has the expected fields cannot see a wrong amount or a wrong date.
We run mutation testing on RODMENA ID, MailApi and RunFlow. The test suite runs against copies of the code with small deliberate faults, and any fault no test catches marks a missing test.

When a check fails, the engineer finds the cause, fixes it and runs the check again. If the same failure returns after a fix, the engineer stops patching and goes back to the design recorded on the ticket.

Claims about a live service are checked through the service's own interface, its API or its screens, as a customer would use it. We do not read the database to prove that a feature works.

For this website, each change passes 19 automated jobs before release. They include accessibility tests against WCAG 2.2 AA in the light and dark themes, a layout test of every page, a comparison of each published fact with its source and a comparison of every page's English text with an approved copy.

6. Release and approval

We manage changes to production in Tollgate, our change-management service. A change record holds the reason for the change, the plan for making it and for backing it out, and its approval. Tollgate writes each action on a record to an append-only audit trail.

Decisions that need a person go through Futex, our approval service. Sending a document to a customer and changing legal or policy wording are two examples. Futex records who approved, when, and what they approved.

A release of this website goes out only from a CI pipeline that passed for the exact commit being released. The release installs the package CI built and tested, and nothing is rebuilt on the production server.

The release switches the live site and then fetches the served pages over HTTPS. If that check fails, the previous release is restored automatically. A rollback to the previous release is one command and runs the same check.

Provenance, our bill-of-materials register, records the version, commit, CI pipeline and CycloneDX software bill of materials of each production release of this website. The deployment is recorded against the server it runs on.

We count a change as shipped when what customers receive matches what we released. We fetch the served pages and files over HTTPS with caches bypassed and compare them with the release.

7. Defects, incidents and complaints

A defect or incident is logged as a ticket with a reproduction, the exact steps or request that show the fault.

A fix is accepted only when the original reproduction is run again and passes.

When a defect teaches us something that applies beyond one ticket, we record the lesson and add a check that would have caught it. The same kind of fault then stops the build before it reaches a customer.

Complaints can be made through our contact page. We acknowledge, investigate and answer each complaint. A complaint about the quality of our work is also logged as a ticket, as a defect would be.

8. Information security and data protection

RODMENA holds Cyber Essentials, whole organisation, certificate 00d24b59-7739-4d97-bb66-341ac50ef018, valid to 30 September 2027.

We are registered with the Information Commissioner's Office under number ZC202334.

Staff complete data protection and UK GDPR training through RODMENA's learning system, most recently in October 2026.

All customer data under each contract, including personal data, will be hosted in the United Kingdom.

Our information security, data protection and secure software development policies and the current status of our certificates and insurance are published in the Trust Centre.

9. Document and record control

Company documents are kept in one controlled knowledge base that holds one document per subject. A document is updated in place, and its earlier versions stay in its history.

Each code repository holds the runbooks for its system and the requirement files for its changes. The tickets hold the design decisions and the verification for each change.

Records of approvals, releases and audit trails are append-only. A correction is added as a new entry and the original stays.

Published policies show their owner, adoption date and review date. Before each release of this website, the text of every legal and policy page is compared with its approved copy, and a change to that wording needs the director's approval.

10. Suppliers and contracted specialists

We bring in contracted specialists and engineers when a project needs them. They work on the same tickets and pass the same checks and approvals as our own staff.

We check a third-party service before we use it. Every sub-processor that handles customer personal data is listed in our sub-processor register.

We keep third-party software dependencies to a minimum and pin their versions. A release's software bill of materials lets us match a new security advisory to the releases it affects.

11. Review and improvement

The director reviews this manual at least once a year and whenever the way we work changes. Each revision gets a new version number and issue date.

Defects, incidents, complaints and customer feedback feed the review. When a control failed to catch a fault, the control is changed and the manual is updated in the same review.

This manual sits alongside our Quality Assurance Policy, Secure Software Development Policy, Information Security Policy and exit arrangements.

Questions about this manual: enquiries@rodmena.co.uk.