A DAY IN THE LIFE OF...
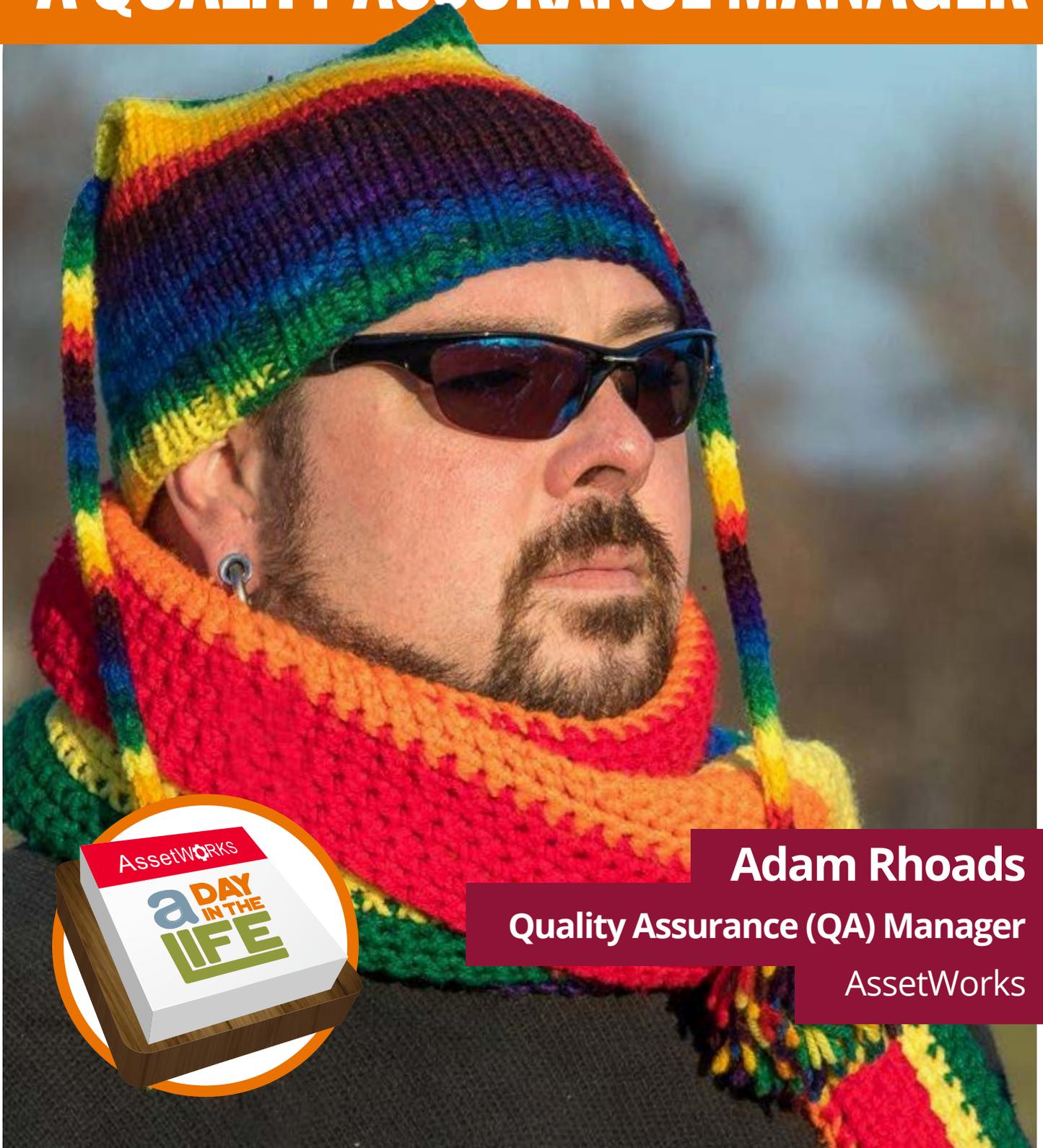## A QUALITY ASSURANCE MANAGER

Adam Rhoads

Quality Assurance (QA) Manager

AssetWorks

A DAY IN THE LIFE OF...
A QUALITY ASSURANCE MANAGER

MEET ADAM RHOADS, QUALITY ASSURANCE (QA) MANAGER AT ASSETWORKS.

Adam started at AssetWorks about 1.5 years ago, but has quickly evolved into a highly sought-after resource within the organization.

When asked to describe his typical day in one word, Adam said, "Hectic!"

Are you curious about what happens during the typical, hectic day of Adam? You're in luck.
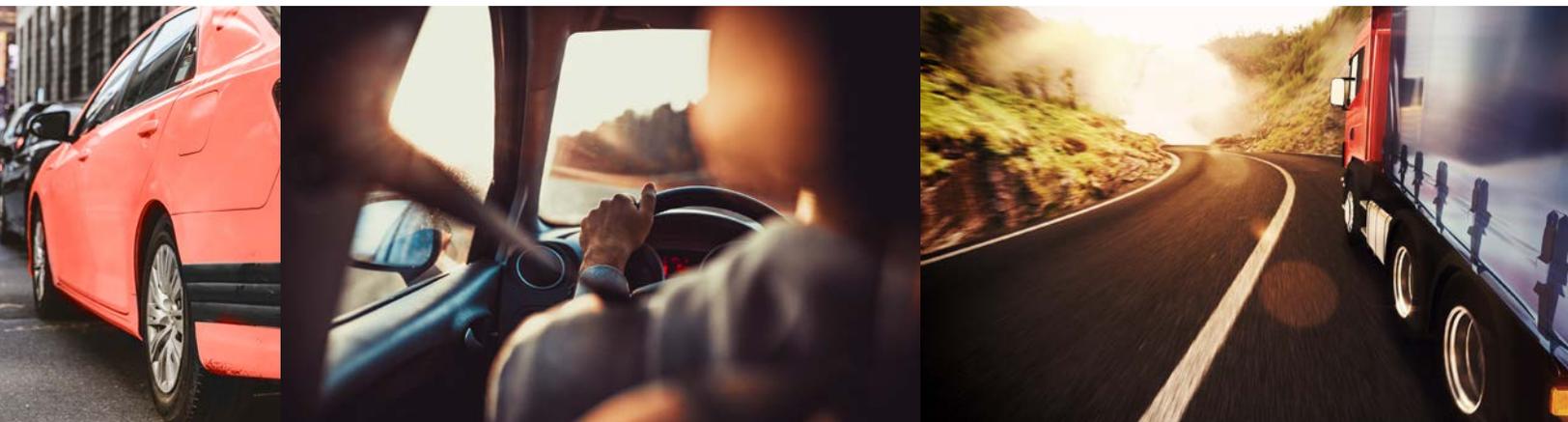
Welcome to a day in the life of a QA manager.

WHAT IS QA, ANYWAY?

Quality Assurance, or QA, is a way of discovering and rectifying defects within software systems. Adam and his team work hard day-in and day-out to test AssetWorks software to ensure its quality for end-users.

BEGINNING OF THE DAY

When Adam first arrives at work, his schedule really depends on the day, but generally he:

- Checks his email (Adam receives well over 100 emails/day!)

- Sees what development items have been resolved and are ready for testing

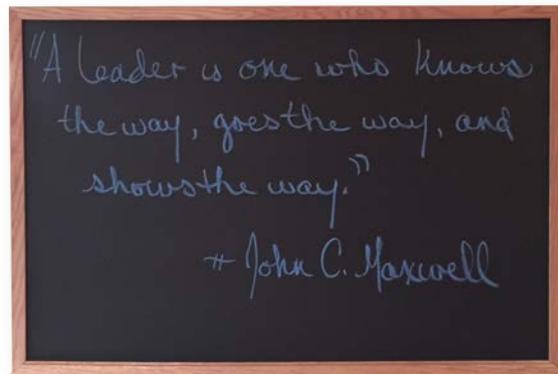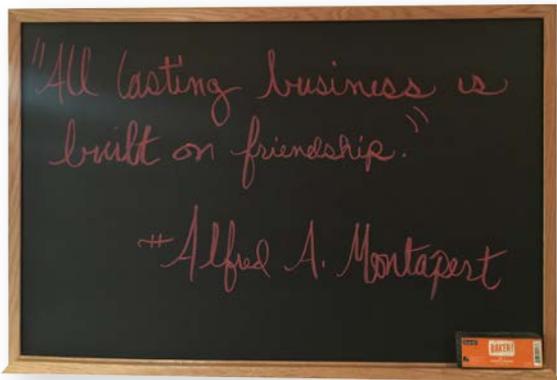- Reads through what items other QA resources have created

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#WAYNESPIRATIONS

Monday mornings are tough for most people; luckily, AssetWorks' headquarters in Wayne, Pennsylvania has Adam to offer some much-needed inspiration every Monday morning.

As AssetWorks employees fill their coffee mugs in the office kitchen on Monday mornings, they can enjoy the #WayneSpiration quote of the week. Each Monday, Adam writes an inspirational quote on the kitchen chalkboard to give his coworkers something to think about as they go about their week. He also pens a blog post on these weekly #WayneSpirations to AssetWorks' intranet!

MOST SURPRISING PART OF QA

"The QA testing process is extremely scientific, but, with the right mindset, it's kind of like playing a video game! I know it sounds like a stretch, but it's true!"

KEEPING A SENSE OF HUMOR

The AssetWorks QA team works tirelessly to provide the best possible product for end-users, and finding time to laugh with each other helps them stay sane.

Within the QA group, there is a common saying: JIC.

According to Adam, it's pronounced just as it's spelled, and it stands for "Just in Case."

Used in a sentence: I drag my laptop with me everywhere, JIC.

Even just the small addition of a QA team catchphrase is enough to make the group smile, even during a stressful day.

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FAVORITE PART OF QA

For Adam, the scientific process of testing, and the random "If I click here, or enter this data—what does the system do?" is his favorite part of his job.

"It's the excitement of discovery," he said.

WHAT IS ONE THING YOU WISH MORE PEOPLE KNEW ABOUT YOUR JOB?

"Every member of the QA team, myself included, takes their role very seriously. While I may say QA testing is almost like a video game sometimes, we all take extreme pride in knowing that we're making the product better for our clients. Some people don't realize that missing a bug or error or making any kind of QA mistake affects us more than you might think."

UNWINDING AFTER A TOUGH DAY

"I knit, crochet or color (with colored pencils). I also like to spend time with the family and generally try to "unplug" as much as I can."

HOW DO YOU SEE THE FLEET INDUSTRY CHANGING?

"My hope is that the industry will shift towards more environmentally sustainable vehicles."

ADVICE FOR FLEET PROFESSIONALS

In his year and a half at AssetWorks, Adam harnessed his excitement for knowledge to quickly learn the AssetWorks fleet management software application so quickly and thoroughly.

His advice for other fleet professionals fits in with this work ethic:

"Learn everything you can. About everything!"

AssetWORKS