

# BYG Systems: Quality Report 2025

## Our Approach to Quality

At BYG, we place quality at the heart of everything we do, operating a 'right first time' approach. Our strong quality culture has seen us be appointed and reappointed to major global frameworks for industry leaders in a range of private and public sectors.

BYG's quality assurance strategy focuses on a 'four-step check' approach for every deliverable that we produce:

1. Self-checking of work
2. Senior team leader review
3. Internal QA
4. Client review and sign-off

This method helps us to ensure that best practice is consistently maintained and enables us to successfully meet our clients' expectations.

## Regular Communication

We are highly experienced in communicating effectively with clients and project teams based in the UK, Europe, Asia, and the Americas, and can effectively conduct important meetings remotely using Microsoft Teams, as well as face-to-face. We believe that communication is key to the success of every project, and therefore we conduct weekly calls to the client project team. We are also able to generate project reports, which provide our clients with detailed documentation and information on the project's progress. We also collaborate closely with clients during review periods, conducting calls/meetings to go through the feedback provided.

At the start of every project, a dedicated Project manager is assigned, who acts as the key point of contact throughout the development process. They are further supported by an experienced Account Manager who will keep up to date with every project's progress and will be available as a point of escalation and as a secondary contact.

## Information Exchange

To share information, we set up a dedicated client area where key client documents such as brand guidelines and technical specifications are kept for members of the project team to refer to and use throughout the development process. Furthermore, we have a bespoke client review tool, which enables the client project team to review the e-learning course and log comments and feedback on each page. This feedback is then collated by BYG, discussed with the client and actioned.

We are continuously looking to improve our production process and service and therefore conduct post-project review questionnaires or calls. The feedback provided by clients is then documented and shared with future project teams to ensure that lessons learned are successfully implemented

## Conceptual and Didactic Quality

To ensure that we are always able to provide a guarantee of conceptual and didactic quality, we:

- Conduct regular innovation sessions, to help us understand our clients' challenges.
- Complete research to ensure that we understand our clients
- Assign a dedicated Account Team to every client who will help to build relationships and share their experience and expertise.

These enable us to fully understand our clients' training needs, target audience, brand, and technical infrastructure. This in turn allows us to determine the best way to effectively support them on their learning journey.

In addition, we conduct a pre-sales process at the start off the project where we collaborate with the client to find out more about their requirement and propose a learning solution, often including sample screen designs. This provides initial documentation for the BYG project team to review and discuss both at the internal and client kick-off meeting.

We have a skilled in-house team with Senior Instructional Designers who are involved in the ideas and conceptualisation stage, as well as during key points in the development process. Where possible, project teams are also kept the same so that BYG employees develop a knowledge and understanding of the client, as well as building a positive relationship with the client project team.

We are passionate about innovation and therefore conduct significant R&D, enabling us to offer our clients cutting edge solutions and ensure both conceptual and didactic quality. Our release and review cycle also gives clients the opportunity to provide feedback at every stage, ensuring that our solution aligns with their requirements and expectations.

## Graphic Quality of Layout and Content

BYG are brand guardians for leading global organisations, emphasising our:

- Experience developing solutions that meet our clients' branding guidelines.
- Ability to be creative and interpret different brands effectively.

We have internal brand ambassadors who develop their knowledge and understanding of different client brand guidelines and provide support during the development process to ensure that they are being adhered to.

We also have experience of helping leading businesses develop their brand guidelines, ensuring that their training has consistent look and feel. We have also supported our clients to develop their e-learning standards, ensuring consistency not only in graphic design of the training, but also in tone of voice, writing style, structure and vocabulary.

We have significant in-house graphic expertise including illustration, typography, and user interface design. This ensures the graphic quality of all our solutions, emphasising our ability to



develop solutions with a varied look and feel. We can adapt the graphic design of our solution based on the audience, subject, and our clients' budgets.

To ensure that clients are satisfied with the look and feel of every solution, we produce a design specification, which allows them to see statistics of all of the designs. These can be reviewed by the client project team and their brand team, and approved before the project goes into development.

## Testing Approach

At BYG, we have an experienced team of professional testers who have been appointed after a stringent recruitment process.

This team thoroughly tests each deliverable against a client specific test plan. During this process, documentation is filled out and all "bugs" (issues) are clearly listed. To ensure that these tests are thorough, testers refer to client documentation throughout the testing process, such as brand guidelines and the technical specification. Once a deliverable has been tested once and all of the bugs identified, these are reviewed, actioned and signed off by the project team. This deliverable will then be tested again, before being released to the client project team for review and sign-off.

### During the testing process we complete tests for:

- Spelling, grammar and punctuation.
- Functionality.
- Technical compatibility for all of the browsers and devices listed and agreed upon in the specification.

## Compliance with the Technical Policies

BYG have significant experience of developing and deploying solutions to different technical specifications, including a range of:

- **LMS's** – including SuccessFactors, Cross Knowledge and Cornerstone on Demand.
- **Devices** – We are able to develop solutions for desktop, tablet and mobile deployment, and can also produce fully responsive solutions.
- **Browsers** – including both archaic and modern versions of IE, Chrome and iOS.

Due to our extensive in-house technical experience and expertise, we are able to develop solutions to successfully overcome technical challenges such as archaic browsers, varied technical infrastructures and low bandwidth, and can also provide hosting options if our clients do not have an LMS.

We aim to be a supportive partner throughout every project, identifying the technical requirements for each solution at the beginning and being proactive in working with our clients' technical teams to develop our knowledge and understanding of their technical infrastructures. This enables us to develop solutions, which can be successfully deployed. We are also able to provide support during deployment to ensure that this is an easy process for our clients' project teams.

We work closely with our partners throughout our partnerships to understand their technical infrastructure and challenges, sharing our knowledge and experience to ensure that the solution we develop are robust and reliable.

Signed on behalf of BYG Systems Limited by

  
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Name: J. BENNATON

Position: OPERATIONS DIRECTOR

Date: 22/05/2025