

Title	QA Engineer I	QA Engineer II	Senior QA Engineer	Principal QA Engineer
Level	L1	L2	L3	L4
Level Guidelines				
Technical Knowledge				
<i>QA skills and tools knowledge</i>	Demonstrated at least basic QA skills and basic knowledge of QA tools.	Demonstrated at least intermediate QA skills and intermediate knowledge of QA tools.	Demonstrated advanced QA skills.	Demonstrated advanced knowledge of QA tools.
<i>Technical documentation</i>	Contributed to feature specs and acceptance criteria to ensure high use case coverage.	Ensured that all feature specs and acceptance criteria cover all relevant use cases.		
<i>Testing infrastructure</i>		Helped preparing and maintaining adequate testing environments.	Designed and secured all necessary testing environments.	Ensured that all projects have all necessary testing environments.
<i>Tools</i>			Introduced comprehensive QA tool sets in his projects.	Ensured that all projects have comprehensive QA tool sets.
<i>Tools</i>			Ensured integration of test tools with build tools and reporting tools.	Ensured that all projects have test tools integrated with build tools and reporting tools.
QA Standards and Processes				
<i>Standards & processes - adherence</i>	Consistently followed all QA standards and processes adopted by the team.		Ensured that all QA standards and processes were followed by the team.	Ensured uniform and comprehensive QA standards and process across the company.
<i>Standards & processes - establishment</i>		Contributed to creation or improvements of QA standards and processes.	Ensured that comprehensive QA standards and processes are in place (i.e. written, published, organized).	Ensured that comprehensive QA standards and processes are in place across the company.
<i>Metrics - defining</i>	Showed understanding, interest and concern about Quality Ratings, Quality Metrics and QA Effectiveness Metrics used in the project.	Contributed to creation and updates of Quality Ratings, Quality Metrics and QA Effectiveness Metrics.	Ensured establishment of Quality Ratings, Quality Metrics and QA Effectiveness Metrics in the project.	Ensured that all projects have established well calibrated Quality Ratings, Quality Metrics and QA Effectiveness Metrics.
<i>Metrics - monitoring</i>	Consistently monitored Product Quality Metrics and QA Effectiveness Metrics directly responsible for.	Used Product Quality Metrics and QA Effectiveness Metrics for self-improvement.	Monitored Quality Ratings, Quality Metrics and QA Effectiveness Metrics and used them to drive significant quality improvements.	Monitored Quality Ratings, Quality Metrics and QA Effectiveness Metrics across all projects. Ensured that the lowest ones were adequately addressed.
<i>Improvement plans</i>	Showed awareness and understanding of the QA improvements plan.	Had significant contributions to QA quality improvement plans.	Ensured that a QA improvements plan was in place and was executed on schedule.	Ensured that QA improvements plans were in place and were executed on schedule in all projects in the company.
<i>Meetings</i>	Actively participated in team meetings that focus on quality (e.g. refinements, bug triages, technical reviews).	Lead team meetings (e.g bug triages, QA retrospectives, test case reviews).		
<i>Cross-team collaboration</i>			Ensured that testing processes are well integrated with processes other development teams (e.g. engineering, support).	
Experience and impact				
<i>Experience</i>		Worked as QA engineer in several smaller or one long running project. Has several product launches under his belt.	Has experience working with different testing methodologies. Understands their pros and cons.	TBD
<i>Independence</i>		Worked with little or no guidance and oversight.	Worked independently.	
<i>Delivery - volume</i>	Executed on par with his peers (e.g. QA plan, test runs).	Had significant contributions to raising (or maintaining high) QA Team Ratings.	Ensured QA Team Ratings: >= B or >= C and improving.	Ensured QA Team Ratings: >= B or >= C and improving across the company.
<i>Delivery - time</i>	Delivered on time.	Shared responsibility for timely releases.		
<i>Impact on QA & Product Ratings</i>			Had significant contributions to raising (or maintaining high) QA Ratings and Product Quality Ratings.	Ensured that all products developed in the company have Product Quality Rating at least C. The ones at C have been significantly improving.
<i>Cross-team impact</i>			Successfully involved non-QA product team members (e.g. devs, devops) in quality improvements.	Ensured that business and product owners understand the importance of quality and support it with their decisions and actions.

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<i>Productivity improvements</i>	Introduced improvements that increased his own productivity.	Introduced improvements that increased productivity of others.	Identified issues impairing team productivity and found ways to fix them.	Identified issues impairing productivity and ensured they had been fixed.
Leadership and Teamwork				
<i>Team relations</i>	Recognized by the team as a valuable team member.	Has proven record of caring for the team's success.	Recognized by teammates for his leadership. Ensured all personal conflicts within the team have been successfully resolved.	Widely recognized as company leader who cares for the people.
<i>Team success</i>	Showed concern about QA Team Ratings. Showed initiative to push them up.			
<i>Helping others</i>	Commended by others who reached out to him for help.	Noticed when others needed help and helped them.	Guided and mentored QA engineers with lower seniority level. Helped them grow professionally.	Guided and mentored others (not only QA).
<i>Attitude</i>		Recognized by teammates for positive 'can do' attitude.		Known for 'nothing is impossible' attitude.
Knowledge sharing				
	Increased his knowledge in the QA domain using external sources (i.e. not just 'on the job'). Shared his learnings with the team.		Evangelised QA practices across the entire development team.	Evangelised QA practices company-wide.
				Built company's image as the first class quality software company.
				QA expert recognized outside of the company.
Business & Customer Awareness				
		Showed good understanding of at least some customers and some of their pain points. Used this knowledge to improve quality in the relevant areas.	Showed good understanding of all key customers and their pain points. Used this knowledge to improve quality in the relevant areas.	Took part in customer meetings and made sure that all quality concerns have been properly addressed.
			Proactively learned about new customers coming onboard and made sure their requirements and expectations were reflected in QA planning.	
EXTRA CREDITS				