SUP 9-10 Problem Resolution and Change Request Management

Process Group

Introduction to Problem Reports and Change Requests

Efficiently managing problem reports and change requests ensures product quality, traceability, and stakeholder satisfaction

1. Purpose of PR & CR Management

- Ensures traceable identification and resolution of problems.
- Aligns change requests with project goals and resources.
- Maintains system and product integrity.

2. Scope and Context

- Applies to all engineering disciplines, including software and hardware.
- Covers product lifecycle from concept to deployment.
- Links to ASPICE processes for quality assurance.

3. Expected Outcomes

- Problems resolved effectively and efficiently.
- Change requests managed with minimal disruption.
- Improved collaboration across teams and stakeholders.

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Problem Report vs. Change Request Management

Problem reports address issues in existing work products, while change requests initiate modifications or enhancements.

1. Scope of Work

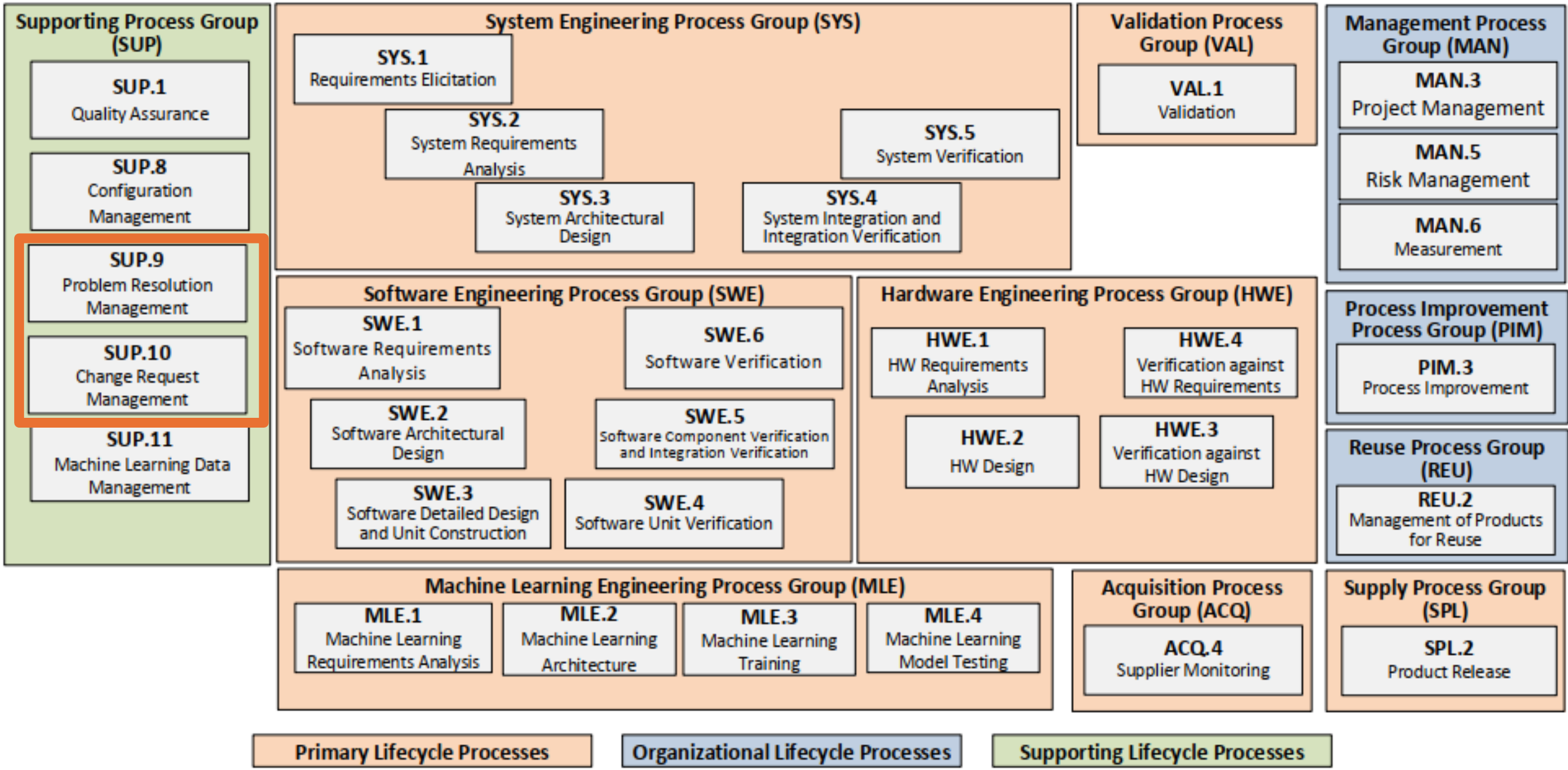
- **Problem Reports:** Document identified issues or defects in work products.
- **Change Requests:** Propose modifications or new features to work products.
- **Dependency:** Problems may lead to change requests for resolution.

2. Workflow

- **Problem Reports:** Focus on identifying, analyzing, and resolving defects.
- **Change Requests:** Follow approval, implementation, and closure steps.
- **Integration:** Problem resolution outcomes inform change management decisions.

3. Purpose

- **Problem Reports:** Ensure product quality by addressing defects.
- **Change Requests:** Enhance functionality or adapt to new requirements.
- **Combined Impact:** Facilitate continuous improvement and compliance.



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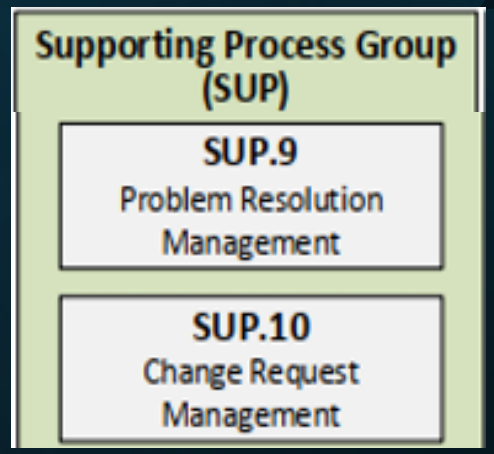
Purpose and Scope of Problem Resolution and Change Management



Problem resolution and change management ensure controlled, traceable, and efficient engineering workflows

1. Purpose of PR & CR processes

- Identify, record, and resolve problems systematically.
- Manage change requests to minimize impact on project timelines.
- Ensure traceability between problems and their resolutions.

2. Scope of PR & CR processes

- Covers problems arising in development, testing, and deployment phases.
- Includes changes affecting requirements, design, and implementation.
- Applies across all stakeholders, tools, and disciplines.

3. Alignment with ASPICE

- Supports ASPICE-compliant processes like SUP.9 and SUP.10.
- Links problem resolution to quality management and change request workflows.
- Ensures traceability between problems and associated change requests.

SUP.9 Problem Resolution Management Overview

SUP.9 Problem resolution management ensures issues are systematically identified, tracked, and resolved to maintain quality

1. Purpose of Problem Resolution Management

- Ensure problems are identified, analyzed, and resolved systematically.
- Support traceability between problems and change requests.
- Maintain transparency with stakeholders on problem status.

2. Process Scope

- Covers problems related to products, processes, and methods.
- Applicable across all project phases and work products.
- Ensures alignment with quality and compliance goals.

3. Expected Outcomes

- Problems are uniquely identified, analyzed, and classified.
- Resolutions are implemented and tracked to closure.
- Trends are reported to stakeholders for continuous improvement.

Key Outcomes of Problem Resolution Management

Effective problem resolution ensures quality, traceability, and stakeholder confidence

1. Improved Product Quality

- Problems are identified and resolved efficiently, reducing defects.
- Root causes are addressed to prevent recurring issues.
- Solutions are validated to meet functional and non-functional requirements.

2. Enhanced Traceability

- Problems are linked to affected requirements, design elements, and test cases.
- Provides a clear history of problem identification, resolution, and closure.
- Supports audits and future process improvement efforts.

3. Stakeholder Assurance

- Stakeholders are kept informed of problem resolution progress.
- Transparent communication ensures confidence in the resolution process.
- Resolutions are aligned with project and organizational goals.

Process ID
SUP.9
Process name
Problem Resolution Management
Process purpose
The purpose of the Problem Resolution Management Process is to ensure that problems are identified, recorded, analyzed, and their resolution is managed and controlled.
Process outcomes
1) Problems are uniquely identified, recorded and classified 2) Problems are analyzed and assessed to determine an appropriate solution 3) Problem resolution is initiated 4) Problems are tracked to closure 5) The status of problems including trends identified are reported to stakeholders

SUP.9 – Problem Resolution Management	Outcome 1	Outcome 2	Outcome 3	Outcome 4	Outcome 5
Output Information item					
13-07 Problem record	X	X	X	X	
15-55 Problem analysis evidence		X			
15-12 Problem status report					X
Base Practices					
BP1: Identify and record the problem	X			X	
BP2: Determine the cause and the impact of the problem	X	X			
BP3: Authorize urgent resolution action			X		
BP4: Raise alert notifications			X		
BP5: Initiate problem resolution			X		
BP6: Track problems to closure				X	X
BP7: Report the status of problem resolution activities					X

Base practices

SUP.9.BP1: Identify and record the problem. Each problem is uniquely identified, described and recorded. A status is assigned to each problem to facilitate tracking. Supporting information is provided to reproduce and diagnose the problem.

NOTE 1: Problems may relate to e.g., product, resources, or methods.

NOTE 2: Example values for the problem status are "new", "solved", "closed", etc.

NOTE 3: Supporting information may include, e.g. the origin of the problem, how it can be reproduced, environmental information, by whom it has been detected.

NOTE 4: Unique identification supports traceability to changes made as needed by the change request management process (SUP.10).

SUP.9.BP2: Determine the cause and the impact of the problem. Analyze the problem, determine its cause and impact. Categorize the problem.

NOTE 5: Problem categorization (e.g., light, medium, severe) may be based on severity, criticality, urgency, etc.

SUP.9.BP3: Authorize urgent resolution action. Obtain authorization for immediate action if a problem requires an urgent resolution according to the categorization.

SUP.9.BP4: Raise alert notifications. If according to the categorization the problem has a high impact on other systems or other affected parties, an alert notification needs to be raised accordingly.

SUP.9.BP5: Initiate problem resolution. Initiate appropriate actions according to the categorization to resolve the problem including review of those actions or initiate a change request.

SUP.9.BP6: Track problems to closure. Track the status of problems to closure including all related change requests. The closure of problems is accepted by relevant stakeholders.

SUP.9.BP7: Report the status of problem resolution activities. Collect and analyze problem resolution management data, identify trends, and initiate related actions. Regularly report the results of data analysis, the identified trends and the status of problem resolution activities to relevant stakeholders.

NOTE 6: Collected data may contain information about where the problems occurred, how and when they were found, what were their impacts, etc.

BP1: Identify and Record the Problem

Accurate identification and documentation of problems link directly to requirement traceability.

Base practices

SUP.9.BP1: Identify and record the problem. Each problem is uniquely identified, described and recorded. A status is assigned to each problem to facilitate tracking. Supporting information is provided to reproduce and diagnose the problem.

NOTE 1: Problems may relate to e.g., product, resources, or methods.

NOTE 2: Example values for the problem status are "new", "solved", "closed", etc.

NOTE 3: Supporting information may include, e.g. the origin of the problem, how it can be reproduced, environmental information, by whom it has been detected.

NOTE 4: Unique identification supports traceability to changes made as needed by the change request management process (SUP.10).

1. Problem Identification

- Ensure identified problems are traced to specific requirements (functional or non-functional).
- Use traceability tools to map problems to requirement specifications.
- Align problem identification with requirement validation results.

2. Problem Documentation

- Record problem context and its relationship to the affected requirements.
- Specify the test cases or scenarios where the problem was identified.
- Include requirement IDs and associated traceability links.

3. Tracking and Traceability

- Update the Requirement Traceability Matrix (RTM) with problem identifiers.
- Ensure bidirectional links between requirements, problems, and resolutions.
- Highlight affected requirements for prioritization and review.

BP2: Determine the Cause and the Impact of the Problem

Root cause analysis links problems to requirement gaps or inconsistencies

> **SUP.9.BP2: Determine the cause and the impact of the problem.** Analyze the problem, determine its cause and impact. Categorize the problem.
>
> *NOTE 5: Problem categorization (e.g., light, medium, severe) may be based on severity, criticality, urgency, etc.*

1. Analyze Requirement Deficiencies

- Investigate if the problem is due to unclear, incomplete, or conflicting requirements.
- Use tools like Fishbone Diagrams or 5 Whys to trace root causes back to requirements.
- Check for missed non-functional requirements, such as performance or security gaps.

2. Assess Impact on Requirements

- Determine which requirements are invalidated or require rework.
- Assess downstream effects on dependent requirements and architecture.
- Align impact analysis with requirement validation and verification activities.

3. Requirement Adjustment Recommendations

- Propose changes or refinements to affected requirements.
- Document findings to support change request management (SUP.10).
- Update requirement repositories and notify stakeholders.

BP3: Authorize Urgent Resolution Action

Prioritization of urgent resolutions must align with critical requirements.

SUP.9.BP3: Authorize urgent resolution action. Obtain authorization for immediate action if a problem requires an urgent resolution according to the categorization.

1. Prioritize Based on Requirement Importance

- Determine urgency based on the criticality of affected requirements.
- Focus on high-priority or business-critical requirements.
- Use requirement priority levels (e.g., MoSCoW) to guide decisions.

2. Streamline Escalation for Requirement-Critical Issues

- Establish escalation channels for urgent requirement-related problems.
- Involve requirement owners and stakeholders for decision-making.
- Ensure traceability of urgent actions back to requirements.

3. Document and Track Actions

- Maintain records of actions taken and their alignment with requirements.
- Track temporary resolutions and their impact on requirement traceability.
- Plan follow-up actions for long-term resolution.

BP4: Raise Alert Notifications

Effective alerts drive prompt awareness and coordinated responses.

SUP.9.BP4: Raise alert notifications. If according to the categorization the problem has a high impact on other systems or other affected parties, an alert notification needs to be raised accordingly.

1. Alert Stakeholders of Requirement Impact

- Notify relevant teams about problems affecting high-priority requirements.
- Include details on requirement traceability and problem context.
- Use automated alerts integrated with traceability tools.

2. Establish Communication Protocols

- Use requirement-centric dashboards or alerts to highlight critical issues.
- Ensure cross-functional visibility for requirements impacted by problems.
- Provide periodic updates on resolution progress.

3. Promote Collaborative Awareness

- Involve stakeholders in discussions about requirement-related problems.
- Ensure shared understanding of the impact on project timelines and goals.
- Document all communications for traceability.

BP5: Initiate Problem Resolution

Initiating resolution ensures problems are addressed systematically and efficiently.

SUP.9.BP5: Initiate problem resolution. Initiate appropriate actions according to the categorization to resolve the problem including review of those actions or initiate a change request.

1. Develop a Resolution Plan

- Define specific actions based on the problem's link to requirements.
- Ensure the resolution plan addresses both functional and non-functional impacts.
- Assign tasks to responsible teams and set clear timelines.

2. Leverage Requirement Traceability

- Use traceability matrices to ensure all related requirements are considered.
- Reassess impacted requirements for possible updates or refinements.
- Document requirement-level changes initiated by the resolution.

3. Implement and Track Actions

- Begin resolution activities and monitor their impact on requirements.
- Validate interim actions against the original problem and associated requirements.
- Provide regular updates to stakeholders on resolution progress.

BP6: Track Problems to Closure

Tracking problems to closure ensures alignment with requirements and project objectives.

SUP.9.BP6: Track problems to closure. Track the status of problems to closure including all related change requests. The closure of problems is accepted by relevant stakeholders.

1. Monitor Resolution Progress

- Use issue tracking systems to update problem statuses.
- Regularly review actions taken against planned resolutions.
- Ensure changes align with affected requirements and project deliverables.

2. Validate and Confirm Resolutions

- Test the implemented solution to confirm that the problem is resolved.
- Cross-check resolution results with associated requirements.
- Involve stakeholders for validation and formal approval of closure.

3Close and Document Problem Records

- Record the resolution outcome and link it to requirements and test cases.
- Update requirement traceability matrices to reflect problem closure.
- Archive problem records for audit and lessons learned.

BP7: Report the Status of Problem Resolution Activities

Transparent reporting ensures stakeholders stay informed about problem resolution progress and its impact on requirements.

SUP.9.BP7: Report the status of problem resolution activities. Collect and analyze problem resolution management data, identify trends, and initiate related actions. Regularly report the results of data analysis, the identified trends and the status of problem resolution activities to relevant stakeholders.

NOTE 6: Collected data may contain information about where the problems occurred, how and when they were found, what were their impacts, etc.

1. Compile Resolution Updates

- Summarize the current status of all active problems (e.g., open, in progress, resolved).
- Highlight any issues affecting critical requirements or deliverables.
- Include metrics such as resolution timelines, pending actions, and success rates.

2. Provide Requirement Impact Insights

- Outline how resolved problems impact related requirements and design elements.
- Document any requirement changes initiated by problem resolutions.
- Communicate unresolved problems tied to high-priority requirements.

3. Distribute Reports to Stakeholders

- Share periodic updates through dashboards, reports, or review meetings.
- Ensure cross-functional visibility of problems affecting multiple teams.
- Facilitate discussions to address bottlenecks or unresolved issues.

Challenges in SUP.9 - Problem Resolution Management

Effective problem resolution requires overcoming challenges related to process, requirements, and collaboration.

1. Requirement Alignment Issues

- **Challenge:** Problems are not adequately traced to affected requirements.
- **Impact:** Missed dependencies or unaddressed requirement gaps.
- **Solution:** Use a robust requirement traceability matrix to link problems to requirements.

2. Process Inefficiencies

- **Challenge:** Delays in identifying, prioritizing, or resolving problems.
- **Impact:** Extended project timelines and increased costs.
- **Solution:** Implement automated tools for problem tracking and resolution workflows.

3. Stakeholder Communication Gaps

- **Challenge:** Insufficient updates to stakeholders about problem resolution progress.
- **Impact:** Misalignment in expectations and delayed decision-making.
- **Solution:** Regular reporting with clear metrics and requirement impacts.

SUP.10 - Change Request Management Overview

SUP.10 ensures controlled, traceable, and efficient handling of change requests to maintain project integrity

1. Purpose of Change Request Management 🎯

- Systematically manage changes to requirements, design, or implementation.
- Minimize disruption while ensuring alignment with project objectives.
- Maintain traceability and compliance with engineering standards.

2. Scope of Change Request Management 🌐

- Covers changes across all development lifecycle phases.
- Applies to functional, non-functional, and interface requirements.
- Includes stakeholder and regulatory approvals for all changes.

3. Expected Outcomes ✅

- Approved changes integrated with minimal project impact.
- Enhanced alignment between stakeholders and project goals.
- Traceable links between changes and their associated requirements.

Key Outcomes of Change Request Management

Effective change request management ensures controlled implementation and alignment with project goals

1. Traceability of Changes

- All changes are linked to affected requirements, design elements, and test cases.
- Provides a clear audit trail for regulatory and stakeholder compliance.
- Supports impact analysis and accountability.

2. Minimized Disruption

- Changes are implemented with minimal impact on timelines and costs.
- Prioritization ensures focus on critical changes first.
- Processes include contingency planning to mitigate risks.

3. Stakeholder Alignment

- Ensures stakeholders are informed and approve changes before implementation.
- Aligns change requests with organizational goals and requirements.
- Promotes collaboration through transparent communication.

Process ID
SUP.10
Process name
Change Request Management
Process purpose
The purpose of the Change Request Management Process is to ensure that change requests are managed, tracked and implemented.
Process outcomes
1) Requests for changes are recorded and identified 2) Change requests are analyzed, dependencies and relationships to other change requests are identified, and the impact is estimated 3) Change requests are approved before implementation and prioritized accordingly 4) Bidirectional traceability is established between change requests and affected work products 5) Implementation of change requests is confirmed 6) Change requests are tracked to closure and status of change requests is communicated to affected parties

SUP.10 – Change Request Management	Outcome 1	Outcome 2	Outcome 3	Outcome 4	Outcome 5	Outcome 6
Output Information item						
18-57 Change analysis criteria		X				
13-16 Change request	X	X	X		X	X
13-22 Traceability record				X		
Base Practices						
BP1: Identify and record the change requests	X					
BP2: Analyze and assess change requests		X				
BP3: Approve change requests before implementation			X			
BP4: Establish bidirectional traceability				X		
BP5: Confirm the implementation of change requests					X	
BP6: Track change requests to closure						X

Base practices

SUP.10.BP1: Identify and record the change requests. The scope for application of change requests is identified. Each change request is uniquely identified, described, and recorded, including the initiator and reason of the change request. A status is assigned to each change request to facilitate tracking.

NOTE 1: Change requests may be used for changes related to e.g., product, process, methods.

NOTE 2: Example values for the change request status are "open", "under investigation", "implemented", etc.

NOTE 3: The change request handling may differ across the product life cycle e.g., during prototype construction and series development

SUP.10.BP2: Analyze and assess change requests. Change requests are analyzed by relevant parties according to analysis criteria. Work products affected by the change request and dependencies to other change requests are determined. The impact of the change requests is assessed.

NOTE 4: Examples for analysis criteria are: resource requirements, scheduling issues, risks, benefits, etc.

SUP.10.BP3: Approve change requests before implementation. Change requests are prioritized and approved for implementation based on analysis results and availability of resources.

NOTE 5: A Change Control Board (CCB) is an example mechanism used to approve change requests.

NOTE 6: Prioritization of change requests may be done by allocation to releases.

SUP.10.BP4: Establish bidirectional traceability. Establish bidirectional traceability between change requests and work products affected by the change requests. In case that the change request is initiated by a problem, establish bidirectional traceability between change requests and the corresponding problem reports.

SUP.10.BP5: Confirm the implementation of change requests. The implementation of change requests is confirmed before closure by relevant stakeholders.

SUP.10.BP6: Track change requests to closure. Change requests are tracked to closure. The status of change requests is communicated to all affected parties.

NOTE 7: Examples for informing affected parties can be daily standup meetings or tool-supported workflows.

BP1: Identify and Record Change Requests

Clear identification and documentation ensure traceability and efficient management of change requests.

Base practices

SUP.10.BP1: Identify and record the change requests. The scope for application of change requests is identified. Each change request is uniquely identified, described, and recorded, including the initiator and reason of the change request. A status is assigned to each change request to facilitate tracking.

NOTE 1: Change requests may be used for changes related to e.g., product, process, methods.

NOTE 2: Example values for the change request status are "open", "under investigation", "implemented", etc.

NOTE 3: The change request handling may differ across the product life cycle e.g., during prototype construction and series development

1. Identify Change Triggers

- Detect changes resulting from problem resolutions, new requirements, or stakeholder inputs.
- Include both functional and non-functional aspects that need modifications.
- Ensure changes are justified and align with project objectives.

2. Document Change Requests

- Assign unique identifiers to each change request for tracking.
- Record detailed information, including origin, rationale, and scope of the change.
- Use templates or tools for consistent documentation across teams.

3. Link to Requirements and Problems

- Establish traceability between the change request, associated requirements, and resolved problems.
- Update the requirement traceability matrix to reflect the change impact.
- Ensure dependencies are documented to avoid conflicts.

BP2: Analyze and Assess Change Requests

Thorough analysis ensures informed decisions on the feasibility and impact of change requests.

SUP.10.BP2: Analyze and assess change requests. Change requests are analyzed by relevant parties according to analysis criteria. Work products affected by the change request and dependencies to other change requests are determined. The impact of the change requests is assessed.

NOTE 4: Examples for analysis criteria are: resource requirements, scheduling issues, risks, benefits, etc.

1. Feasibility Assessment

- Evaluate the technical and operational feasibility of the requested change.
- Consider resource availability, timeline, and potential risks.
- Confirm alignment with project objectives and constraints.

2. Impact Analysis

- Assess the impact on requirements, design, implementation, and testing.
- Identify dependencies and conflicts with other ongoing changes.
- Quantify effects on project cost, schedule, and quality.

3. Stakeholder Involvement

- Engage relevant stakeholders for input and validation.
- Ensure affected teams are aware of the proposed change and its implications.
- Document feedback and integrate it into the analysis report.

BP3: Approve Change Requests Before Implementation

Approval processes ensure that changes are validated and aligned with project and stakeholder objectives

SUP.10.BP3: Approve change requests before implementation. Change requests are prioritized and approved for implementation based on analysis results and availability of resources.

NOTE 5: A Change Control Board (CCB) is an example mechanism used to approve change requests.

NOTE 6: Prioritization of change requests may be done by allocation to releases.

1. Conduct Change Request Reviews

- Review feasibility and impact assessment results.
- Evaluate how the change aligns with requirements, project goals, and organizational policies.
- Ensure that change requests are reviewed by the Change Control Board (CCB) for cross-disciplinary alignment.

2. Engage Stakeholders for Approval

- Involve stakeholders from all affected areas for review.
- Obtain formal approval from designated decision-makers.
- Address any concerns or objections raised during discussions.

3. Document Approval Decisions

- Record approval status (approved, rejected, deferred).
- Update traceability records to reflect the decision and its rationale.
- Notify relevant teams of the decision to prepare for implementation.

BP4: Establish Bidirectional Traceability

Bidirectional traceability ensures changes are tracked to all related requirements, designs, and test cases

SUP.10.BP4: Establish bidirectional traceability. Establish bidirectional traceability between change requests and work products affected by the change requests. In case that the change request is initiated by a problem, establish bidirectional traceability between change requests and the corresponding problem reports.

1. Map Change Requests to Requirements and Artifacts 🔗

- Establish links between the change request and all affected requirements.
- Include related design elements, test cases, and problem reports.
- Maintain consistency across all traceability tools and matrices.

2. Ensure Bidirectional Traceability ↔

- Enable traceability from requirements to changes and vice versa.
- Verify that updates in requirements or design reflect in the change request status.
- Use automated traceability tools for efficient linkage and updates.

3. Document Dependencies and Impacts 📋

- Identify dependencies between multiple change requests.
- Highlight cascading effects on related requirements or system components.
- Provide a complete traceability report for stakeholders and audits.

BP5: Confirm the Implementation of Change Requests

Confirmation ensures implemented changes align with requirements and deliver intended results

> **SUP.10.BP5: Confirm the implementation of change requests.** The implementation of change requests is confirmed before closure by relevant stakeholders.

1. Validate Implementation Against Requirements ✔

- Cross-check changes with associated requirements, designs, and test cases.
- Ensure changes meet functional, non-functional, and interface requirements.
- Involve stakeholders to validate alignment and performance.

2. Conduct Testing and Verification 🛠

- Test the implemented changes in relevant environments (e.g., unit, integration, system).
- Verify changes against defined acceptance criteria.
- Document test results and identify any residual issues.

3. Update Documentation and Traceability 📋

- Reflect implemented changes in requirement traceability matrices.
- Update related artifacts, such as design documents and test cases.
- Archive implementation records for future audits and reviews.

BP6: Track Change Requests to Closure

Tracking change requests to closure ensures alignment, accountability, and comprehensive documentation

SUP.10.BP6: Track change requests to closure. Change requests are tracked to closure. The status of change requests is communicated to all affected parties.

NOTE 7: Examples for informing affected parties can be daily standup meetings or tool-supported workflows.

1. Monitor Change Request Progress

- Use tools to update change request statuses (e.g., open, in progress, closed).
- Regularly review progress against defined timelines and milestones.
- Address bottlenecks and escalate unresolved issues as necessary.

2. Validate Completion

- Confirm that all changes have been implemented and tested successfully.
- Ensure alignment with associated requirements, designs, and test cases.
- Obtain stakeholder sign-off for final approval and closure.

3. Document and Archive Closure Details

- Record outcomes, lessons learned, and residual risks.Update the traceability matrix and related artifacts to reflect closure.Archive records for future audits, compliance, and reference.

Challenges in SUP.10 - Change Request Management

Overcoming challenges in change request management ensures efficiency, traceability, and stakeholder alignment

1. Difficulty in Impact Assessment

- **Challenge:** Accurately assessing the impact of a change request on requirements and system components.
- **Impact:** Risk of unintended consequences or missed dependencies.
- **Solution:** Use automated traceability tools and cross-functional reviews for thorough assessments.

2. Delays in Approval Processes

- **Challenge:** Lengthy decision-making due to unclear priorities or stakeholder misalignment.
- **Impact:** Project timelines and deliverables are negatively affected.
- **Solution:** Streamline workflows and establish clear escalation protocols for urgent changes.

3. Inadequate Documentation and Traceability

- **Challenge:** Missing or incomplete documentation for change requests and their resolutions.
- **Impact:** Loss of traceability and audit compliance issues.
- **Solution:** Maintain up-to-date traceability matrices and use standardized documentation templates.

Integration of Problem Resolution and Change Request Management

Integrated problem resolution and change request management ensure seamless workflows and traceability

1. Linking Problems to Change Requests

- Problem resolutions often result in related change requests.
- Ensure traceability between problems, associated requirements, and change requests.
- Use shared tools and matrices for consistent linkage and tracking.

2. Harmonized Workflows

- Coordinate problem resolution and change request approval workflows.
- Share data and progress updates across both processes to reduce redundancies.
- Use integrated dashboards to visualize and monitor interdependencies.

3. Improved Stakeholder Collaboration

- Align stakeholders on priorities and dependencies between problems and changes.
- Facilitate joint reviews to address problem-driven changes effectively.
- Promote transparency through unified reporting on progress and outcomes.

Summary and Q&A

Problem resolution and change request management ensure traceability, efficiency, and alignment with project goals.

1. SUP.9 - Problem Resolution Management

- Identifies and resolves problems efficiently with traceability to requirements.
- Focuses on systematic analysis, prioritization, and resolution tracking.
- Enhances product quality and ensures robust documentation for audits.

2. SUP.10 - Change Request Management Highlights

- Manages changes with structured workflows for approval and implementation.
- Links changes to requirements, designs, and test cases for traceability.
- Ensures alignment with project goals and stakeholder expectations.

3. Importance of Integration

- Problems often drive change requests; seamless integration ensures alignment.
- Unified tracking and reporting strengthen collaboration across teams.
- Supports continuous improvement and regulatory compliance.