

IMPACT OF SOFTWARE QA ENGINEER ROLE TO SAP PROJECT DELIVERY SUCCESS IN SRI LANKA

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July 2025

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DECLARATION

I declare that this is my own work and this thesis does not incorporate without acknowledgment any material previously submitted for a degree or diploma in any other University or institute of higher learning and to the best of my knowledge and belief, it does not contain any material previously published or written by another person except where the acknowledgment is made in the text.

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The above candidate has carried out research for the Master's thesis under my supervision.

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ACKNOWLEDGEMENT

First, I would like to especially thank my supervisor Dr. Kutila Gunasekera, Senior Lecturer, University of Moratuwa. I was encouraged by the guidance and the freedom combinedly provided by his mentorship to make this research project a success. I Would appreciate the resources provided by the University of Moratuwa to complete the research.

Such qualitative research cannot be conducted without the support from industry experts. I would like to extend my gratitude to all the companies and the experts who agreed to disclose and share their experience with me. It has been the backbone of this research.

Furthermore, I would like to extend my thanks to Dr. Adeesha Wijayasiri for the guidance and the resources provided to make this study successful.

Finally, I would like to thank all the people who supported me in different ways to make this a successful study.

ABSTRACT

Software Quality Assurance (SQA) plays a crucial role in ensuring the successful delivery of SAP projects, including support, implementation, and rollout. However, in the Sri Lankan context, the significance and impact of SQA engineers on project outcomes remain underexplored. This study aims to investigate the role of SQA engineers in SAP project delivery success in Sri Lanka. This research focuses on their influence on SAP projects delivery quality, risk and overall project efficiency.

With a qualitative research approach, this has gathered insights from SAP project stakeholders, including SQA engineers, project managers, consultants (SAP Functional & Technical), and end-users, to understand how quality assurance practices contribute to project success. Semi-structured interviews and thematic analysis are used to explore key themes such as defect prevention, compliance with SAP standards, stakeholder collaboration, and the challenges faced in ensuring quality within SAP projects.

The findings of this research will provide valuable insights into the best practices of software quality assurance in SAP projects within the Sri Lankan IT industry. It will highlight how SQA engineers and SAP Functional Consultants add values to the projects beyond defect detection. It helps to enhance user satisfaction, system stability, and adherence to business requirements. Additionally, the study will offer recommendations for improving QA strategies regarding SQA Engineer & SAP Functional Consultant roles in SAP project environments to ensure more efficient and reliable implementations.

By understanding the criticality of Quality Assurance in SAP project success, organizations can optimize their quality assurance frameworks and strengthen their project delivery methodologies, ultimately leading to improved business outcomes in Sri Lanka's growing enterprise software landscape.

Keywords: SAP, Functional Consultant, Quality Assurance, SQA Engineer

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LIST OF ABBREVIATIONS

SQA	Software Quality Assurance Engineer
SAP	Software Applications Products (SAP ERP System)
ERP	Enterprise Resource planning
SD	Sales & Distribution
MM	Materials Management
FS	Functional Specification