Flexisource IT

How Flexisource IT Reinforced Quality Assurance & Strengthened Client Relations

CASE STUDY

Executive Summary

One of our clients, a leading media company in Australia, partnered with Flexisource IT to support several digital projects. They needed dependable, high-performing developers and QA resources to help scale their platforms. Our team was brought in to provide skilled resources aligned with their goals.

Soon after onboarding, the client raised concerns about one QA resource's performance. They felt expectations weren't being met and considered ending the service for that specific role. The situation needed a quick and effective response to avoid disruption.

Flexisource IT introduced a one-month Performance Improvement Plan (PIP) to address the issue. We focused on clear goals, regular check-ins, and open communication to realign expectations. By the end of the plan, the client saw strong improvements and continued the engagement with renewed confidence.

About the Client

The client is one of Australia's leading media companies, working across radio, regional television, digital audio, and podcasting. With a strong digital platform, they reach over 95% of the Australian population and focus on delivering personalised and innovative content.

Their main goals include pushing forward with digital transformation, growing their podcast and on-demand audio services, and using AI and metadata tools to improve user experience. To keep up with these changes, the client needed trusted and capable tech partners who could grow with them.v

Problem Statement

The client partnered with Flexisource IT to support their growing digital and audio projects. They needed experienced developers and QA resources to help deliver results across multiple initiatives. Early in the engagement, however, concerns started to surface about one of the QA resources.

While the QA had solid technical skills, there was a mismatch between what the client expected and how the work was being delivered. The problem wasn't about capability—it was more about understanding the client's way of working and meeting their standards.

Things reached a turning point when the client hinted at possibly ending the QA engagement. That would have meant lost time, added pressure on other team members, and potential delays across key deliverables. It was a situation that needed fast and careful handling to keep the partnership on track.

Flexisource IT's Solution

In response, Flexisource IT acted quickly and strategically by introducing a Performance Improvement Plan (PIP) to directly address the concerns. Rather than treating the issue as a fault, the team approached it as an opportunity to realign and rebuild trust.
The 1-month PIP included:

- Weekly individual check-ins with both the client and the QA resource
- Clarification of expectations, deliverables, and success indicators
- Documented action steps and structured feedback loops

The aim was to open communication, identify improvement areas, and give the resource the direction needed to meet performance standards. With transparency and collaboration at the

Roadblocks and Issues During Implementation

There were no problems along the way. Once expectations were clearly communicated, the steps to follow the plan were put in place smoothly. The QA resource was already experienced and just needed some guidance to understand what was required.

With clear direction, the QA resource quickly adapted to the needed standards. The main challenge wasn't skill but making sure everyone was on the same page, which was solved through effective communication and clear instructions.

Results

By the end of the PIP period, the feedback was very positive, showing clear improvements in ownership, accountability, and overall performance. The QA resource took more responsibility and became more proactive, which lifted the quality of the service.

This structured approach not only saved the QA role from being cancelled but also showed how Flexisource IT can handle service issues quickly and professionally.
The team's empathy and dedication helped build trust and confidence with the client.

Client Testimonials

The client noticed clear improvement in the QA resource's performance. She took ownership of her tasks, managed issues, and suggested helpful new features. She also worked closely with engineers to resolve problems and shared updates during team meetings.

The QA resource expressed gratitude for the support and opportunity given to prove her abilities. She is committed to maintaining consistent performance and remains open to feedback, eager to keep growing and improving within the role.