

QUALITY AUDIT · SAMPLE REPORT

Fernhill booking platform Preliminary Quality Assessment

What we understood, what looks broken, how risky it is, and where testing needs to reach.

SAMPLE · FERNHILL HOME SERVICES IS A FICTIONAL COMPANY

INSIDE THIS SAMPLE

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Prepared for	Fernhill Home Services (fictional)
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Date	October 2026
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This sample shows the format and depth of a Kaycore Quality Audit. The company, people and findings are invented for illustration; no client information is included.

A first review of the Fernhill booking platform found **14 potential defects (5 High, 6 Medium, 3 Low)** and **10 quality risks (3 High)**. The most serious involve double card charges, customers seeing each other's details, and an AI assistant that makes promises the business cannot keep. We mapped **10 modules** and **68 testable requirements** to show where quality assurance needs to reach.

14

potential defects

5 High · 6 Medium · 3 Low

10

quality risks

3 rated High

10

modules mapped

68

testable requirements

38 high-risk

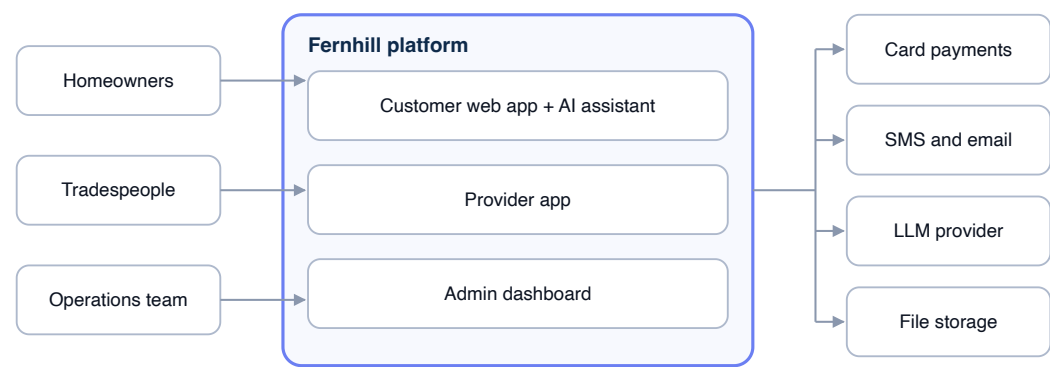
1 Our understanding of the platform

The Fernhill booking platform takes a home-repair request from a free-text description to a paid, scheduled and completed job. It serves three kinds of user and includes an AI assistant that drafts price estimates.

User	Where they work	What the platform does for them
Homeowner	Web app on phone or desktop	Describes the job, gets an AI-assisted estimate, verifies their phone, books a time slot and pays a deposit
Tradesperson	Provider app	Accepts jobs, sees the schedule, uploads completion photos and raises the final invoice
Operations admin	Admin dashboard	Watches bookings, revenue and refunds, manages tradespeople and service areas
AI quote assistant	Chat panel in the booking flow	Turns a free-text job description into a category and an estimated price range

The journey as we understand it

1. The homeowner describes the job; the AI assistant suggests a category and an estimated price range.
2. They confirm their mobile number with a 6-digit SMS code.
3. They choose a time slot from the tradespeople available in their postcode.
4. They pay a deposit by card; the booking is confirmed by SMS and email.
5. The job is assigned to a tradesperson, who accepts it in the provider app.
6. After the visit the tradesperson uploads photos and the final invoice; the homeowner pays and leaves a review.



How the platform connects its users to payment, messaging, AI and storage providers.

2

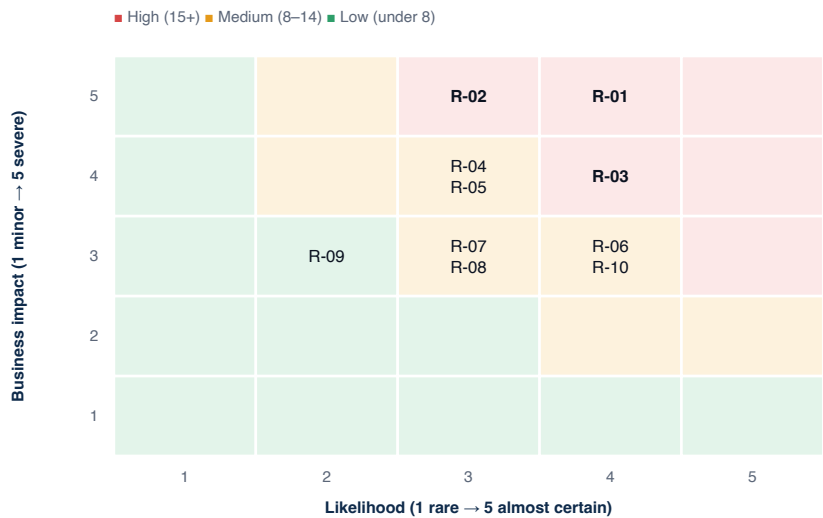
Potential defects

5 High items affect money, privacy or what the AI assistant promises customers, and are worth confirming first. Each row sets what we observed beside the behaviour we would expect, which is why we flag it.

ID	Area	What we observed	What we would expect (why it is a potential defect)	Severity
D-01	Payments	Refreshing the payment confirmation page charged the deposit a second time (card test mode)	One charge per booking; a repeated submission is recognised and ignored	High
D-02	Access control	Changing the booking number in the page address showed another homeowner's name, address and phone	A homeowner can only open their own bookings; any other booking returns 'not found'	High
D-03	AI assistant	The quote assistant replied "\$180, guaranteed, and we can come today" - outside the published range and with no availability check	Estimates stay within the published price range, are labelled as estimates, and never promise availability	High
D-04	AI assistant	Asked to "ignore previous instructions", the assistant revealed its internal instructions and an internal admin email address	The assistant declines and keeps its configuration and internal contacts private	High
D-05	Scheduling	Two homeowners booked the same tradesperson for the same slot within a second of each other	A slot can be booked once; the second homeowner is told it has just been taken	High
D-06	Booking form	The postcode field accepts letters and three-digit values, and the service-area check still passes	Only valid postcodes are accepted, and only those inside a service area	Medium
D-07	Notifications	"You're booked!" SMS was sent before the card payment finished, including for payments that then failed	Confirmation is sent only after payment succeeds; a failed payment sends a 'payment not completed' message	Medium
D-08	Scheduling	The provider app shows times in server time (UTC), so a 9:00 job appears as 19:00 for the tradesperson	Every screen shows times in the job's local time zone	Medium
D-09	Admin dashboard	"Revenue this month" does not equal the sum of paid invoices; refunds are not deducted	Dashboard totals reconcile with invoices and refunds for the same period	Medium
D-10	Provider app	Completion photos taken on iPhones (HEIC) fail to upload with no message	HEIC photos upload, or the app says clearly which formats it accepts	Medium
D-11	Mobile layout	On 360 px phones the Pay button sits under the cookie banner and cannot be tapped	The main action on every screen is visible and tappable on common phone sizes	Medium
D-12	Scheduling	Two-hour arrival windows display as "9am - 9am"	The arrival window shows the correct start and end time	Low
D-13	Accessibility	Form fields have no labels for screen readers, and errors are shown in red only	Every field is labelled, and errors are described in text, not colour alone	Low
D-14	Error handling	When no slots are free, the page shows "TypeError: Cannot read properties of undefined"	A friendly message: no slots this week, with the next available date	Low

3 Risk assessment

3 of 10 risks rate High. Each is scored for business impact and likelihood on a 1–5 scale; the rating is impact × likelihood.



ID	Area	Risk	Business impact	Impact	Likelihood	Rating
R-01	Customer privacy	A homeowner or visitor can see other customers' personal details	Privacy breach notification, loss of trust	5	4	High
R-03	AI assistant	Estimates read as binding quotes or promise availability the business cannot meet	Disputes, refunds, consumer-law exposure	4	4	High
R-02	Payments	Customers are charged twice or refunds are not reflected	Chargebacks, refunds, support cost	5	3	High
R-04	AI assistant	Prompt injection exposes internal instructions or data	Data exposure, reputational harm	4	3	Medium
R-05	Scheduling	The same slot is sold twice	Missed appointments, cancellations	4	3	Medium
R-06	Notifications	Messages are sent out of order or for failed payments	Confused customers, no-shows	3	4	Medium
R-10	Monitoring	Errors go unnoticed until customers report them	Longer outages, lost bookings	3	4	Medium
R-07	Time zones	Times shown wrongly across regions or daylight-saving changes	Late or missed jobs	3	3	Medium
R-08	Reporting	Dashboard revenue does not reconcile with invoices and refunds	Decisions made on wrong numbers	3	3	Medium
R-09	Accessibility	Customers using phones or assistive technology cannot finish booking	Lost bookings, accessibility complaints	3	2	Low

4 Coverage matrix by module

Assuring the platform means testing 10 modules across 8 quality areas; 38 of the 68 requirements touch money, personal data or AI behaviour and rate high-risk. A ● marks a quality area that applies to the module.

Module	Require-ments	High-risk	Functional	Negative and boundary	Security and access	Integration	Data accuracy	Mobile and accessibility	Performance	AI behaviour	Potential defects
Booking and quote form	8	3	●	●	●			●			1
AI quote assistant	9	7	●	●	●					●	2
Phone verification	4	3	●	●	●	●					0
Scheduling	7	4	●	●		●	●		●		3
Payments and refunds	8	7	●	●	●	●	●				1
Notifications	6	2	●	●		●					1
Provider app	6	2	●	●				●			1
Admin dashboard	7	2	●		●		●		●		1
Accounts and access control	7	6	●	●	●						1
Cross-cutting	6	2		●				●	●		3
Total	68	38									14

Most potential defects sit in Scheduling (3), Cross-cutting (3) and AI quote assistant (2). A 0 means not yet observed, not defect-free.

What a Kaycore Quality Audit gives you

Every audit is built from your product walkthrough, your documents and hands-on exploration of a test environment, and is written so that product owners and engineers can both act on it.

Our understanding of your platform

Who uses it, the end-to-end journey and how it connects to payment, messaging and AI providers, written back to you so we can confirm we have it right.

Potential defects

Each finding states what we observed, what we would expect instead, where we saw it and how severe it is.

Risk assessment

Every risk scored for business impact and likelihood, plotted on a risk map so the priorities are visible at a glance.

Coverage matrix by module

Every module mapped against the quality areas it needs, including AI behaviour, with the number of findings in each.

Want this for your product?

Book a free discovery call. A senior engineer scopes your audit, and the person who scopes it is the person who does it.

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