Building Quality Strategy from Scratch

Rasa Mažutienė, Bugs'a'loud 2019

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Let's get Acquainted

- Rasa Mažutienė
- 12 years in testing and quality assurance
- Director of quality assurance
- Part time lecturer at KTU
- Bugs'a'loud crew member
- A mother of three

Juvare's mission is to strengthen and optimize **information sharing** to empower preparedness and response professionals to protect people, property, and brands.

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Back to The Topic

Quality Strategy from Scratch

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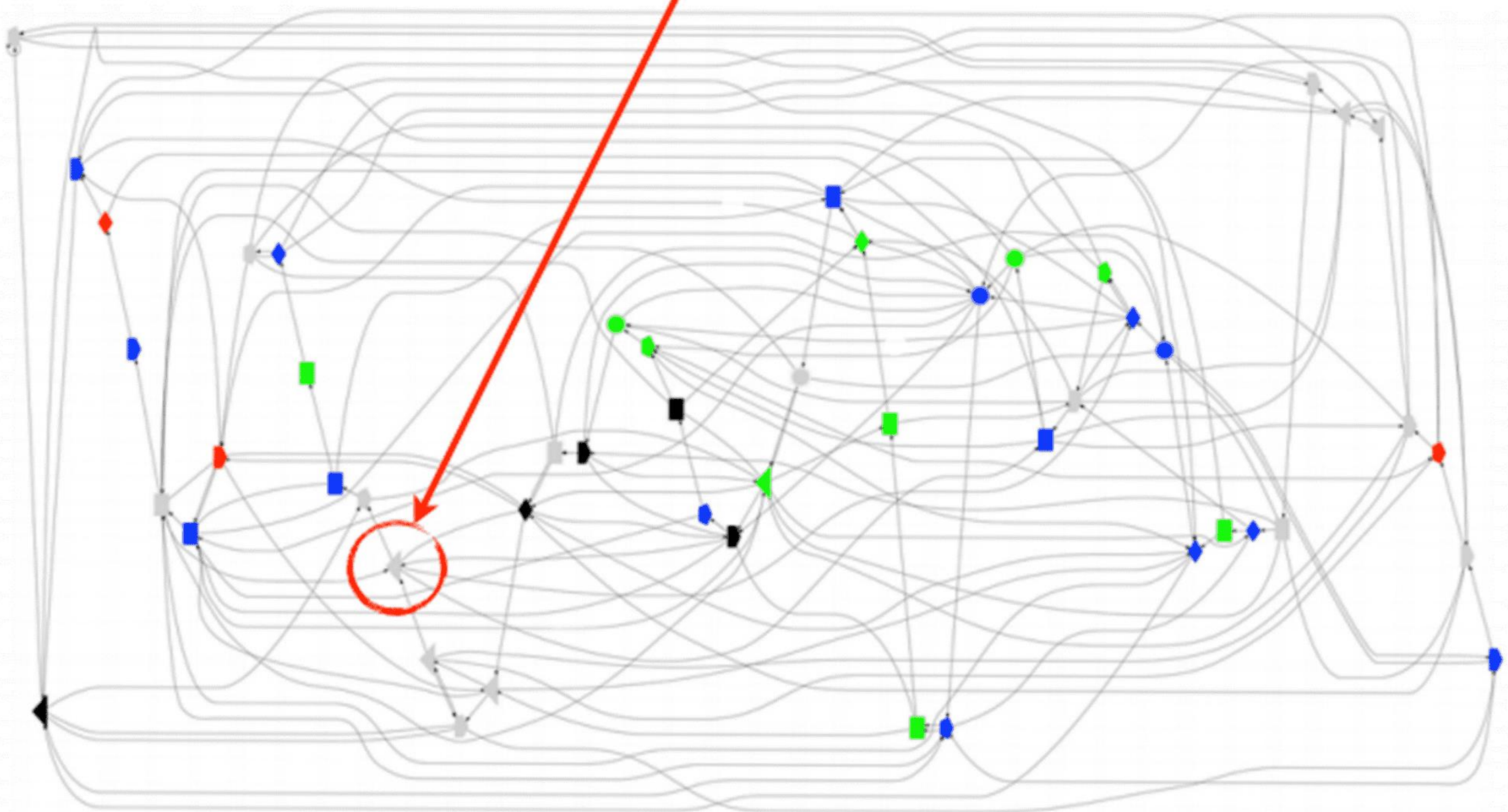
You Are Here



The Situation

- **Critical** system running in production
- **Experienced** development team
- Lots of **shuffling** in priorities
- **No** robust quality **strategy**

The Task

...with what you have...

The Plan

Define a **reliable** quality strategy by applying coaching practices and enabling development team to **release** new features **confidently**.

Setting the Stage

The Three Pillars of Agile Quality & Testing

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Quality strategy is **not only** about testing.

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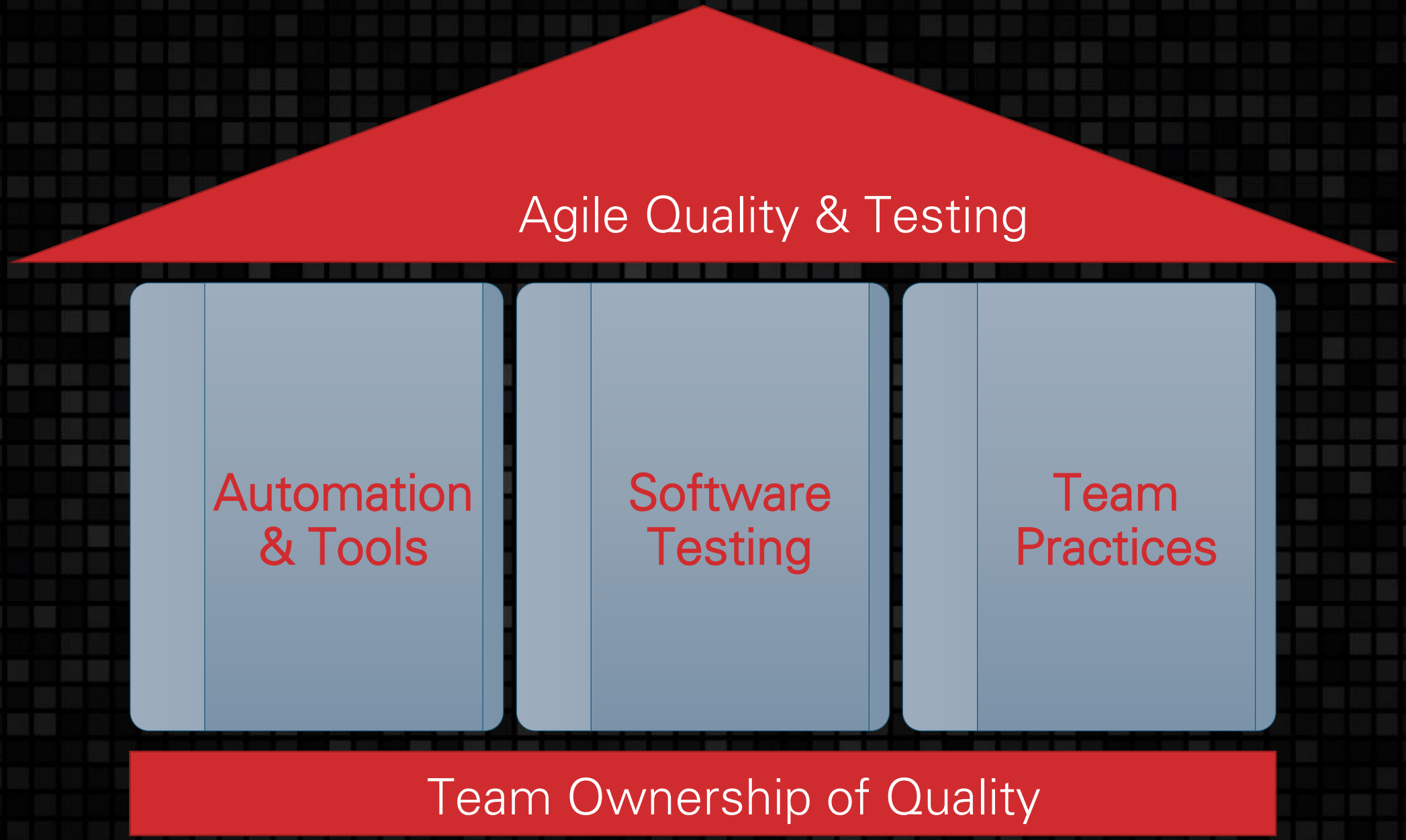

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Based on "The Three Pillars of Agile Quality & Testing" by Robert Galen, 2015

Automation & Tools

- Continuous integration
- Pyramid based automation
- Attack technical backlog
- Visual feedback: dashboards
- Actively practices ATDD and BDD

Team Practices

- Team based learning
- Stop-the-line mindset
- Code reviews and standards
- Active done-ness
- Aggressive refactoring of technical debt
- User stories, 3 amigos based conversations

Software Testing

- Risk based testing: functional and non-functional
- Test planning at release and sprint level
- Exploratory testing
- Standards (checklists, templates, etc.)
- Balanced manual, exploratory and automated testing

And… Action!

3 Step Action Plan

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Get ready for a **bumpy ride**.
Trust me – the end result is worth it.

Step 1: Sell the Idea

- Team has to believe in it.
- Managers have accept that the team will slow down
- Plan has to have to be thought through
- Visualize

Step 2: Start Small but Firm

- Set the basic frame for the change – do not overengineer
- Define key activities and outcome. Brief test strategy and test summary helps.
- Make testing visible: use checklists, discuss testing during backlog refinements, use scope of impact analysis
- Make use of structured and exploratory testing
- Stick to the agreed process: no exceptions

Step 3: Measure & Improve

- The team has to see the benefit of testing: celebrate the bugs ;)
- Management has to see the result: employ general metrics, such as – less issues after new release, more predictible work, predictable test coverage
- Reflect the current situation and introduce improvements: have the team say their word

Tools and Practices Worth Mentioning

- Mind map for scope of impact analysis
- Tests included into task management system (e.g. Jira plugins)
- Short test strategy and test summary are more than enough for less formal projects
- 3 amigos for defect triages
- Reasonable metrics:
  - Time spent on regression
  - Defect fixed vs. found
  - Defect map vs. test coverage

Wrapping Up

Retrospective and Futurespective

Lessons Learned So Far

- 1st testing principle works!
- Repetetive work gets automated when the team gets fed up with it ;)
- Developers can do testing, but a testers mindset adds more value
- This strategy works best when is applied at the beginning of the project

What's Next

- The team still has to go a long way to build all three agile quality pillars
- Team has to be confident and run the process themselves
- Non-functional requirements built into the product

Thank you!

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