Lessons Learned in QA Management

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"Does experience help? NO! Not if we are doing the wrong things." – W. Edwards Deming
Lesson Learned: An ounce of prevention is worth a pound of cure!

How can problems be prevented?

» Requirements developed with users and project team
» Coding standards and best practices
» Test-driven development
» Software configuration management
» Environment management
» User involvement throughout the development cycle

You cannot test quality into software

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Lesson Learned: Good Enough vs. Zero Defects

When is testing done?

- The required level of confidence has been achieved
- No more defects or design flaws are found
- The users won’t find any serious faults

AND THE BIG ONE…

- Time has run out
Lesson Learned: Quality is not solely the responsibility of the QA practitioners

Who owns quality?

» The test team?
» Everyone?
» Management that is truly committed to a quality culture
Lesson Learned: Promote Smart Process vs. Process Mania

Continuous Process Improvement

Plan — Identify an opportunity and plan for change

Do — Implement the change on a small scale

Check — Use data to analyze the results of the change and determine whether it made a difference.

Act — If the change was successful, implement it on a wider scale and continuously assess your results. If the change did not work, begin the cycle again

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Lesson Learned: Do you hire QA Analysts with QA skills and experience or people with domain knowledge?

Hard question with no simple answer!!

- Complexity of domain?
- Access and availability to SME’s?
- Availability and feasibility of training for both QA and domain?
- Short-term approach versus long-term
Lesson Learned: The Infamous “QA Bottleneck”

- Is “QA” the bottleneck?
- Can testing assure quality?
- How do we deal with the bottleneck?
- How do we prevent the bottleneck?
Lesson Learned: "Quality does not happen by accident." - Dr. Joseph Juran

» Quality needs to be built into corporate governance and be a part of the corporate culture
» Requires investment in the tools required to support and enable compliance
» Insuring quality requires teamwork across all departments and all teams
» COMMUNICATION
Questions?