Disrupt Your Career and Discover True Quality Engineering

Presented by:

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Disrupt Testing

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Melissa Tondi

Melissa Tondi has spent most of her career working within software testing teams. She is the founder of Denver Mobile and Quality (DMAQ), past president and board member of Software Quality Association of Denver (SQuAD), and Consultant Manager at Rainforest QA, where she assists companies to continuously improve the pursuit of quality software—from design to delivery and everything in between. In her software test and quality engineering careers, Melissa has focused on building and organizing teams around three major tenets—efficiency, innovation, and culture — and uses the Greatest Common Denominator (GCD) approach for determining ways in which team members can assess, implement and report on day to day activities so the gap between need and value is as small as possible.

Traits of a Quality Engineer – Disrupt your Career

What are we Talking about?

History Lesson

The List and what we do with it

Practice Areas

GCD > Playbook > DoD

Putting the "Engineer" in Software Quality Engineering

History Lesson

Why This Topic?

QA had Problems

- Not Valued or Respected

- Lack of Communication – Inside and Out

- Inconsistency within the Team

We had to Fix it

We had to Repeat it

We had to Scale it – Big Time

The List – Our Roadmap

Who Does it Come From?

- Leadership

- Customers

- Other Teams

- Our Team

Who Works it?

- SMEs (Managers, Leads)

The List – Show Progress

Pick the Easiest Ones and Fix Them ASAP!

- Example: Lack of broad communication amongst the distributed department

  - Record the Meeting!

- Example: Inconsistent Terms

  - Adopt the ISTQB Glossary

- Communicate, Communicate, Communicate!

  - AKA "Toot our own Horn"

Practice Areas – Address the Difficult Ones

Who are they?

- Committee of Leaders

What are they?

- Framework for the Pillars of the Department
  - Strategy
  - Test Management
  - Execution
  - Reporting

Practice Areas

What do they do?

- Define all Services/Activities that Take Place

- Identify Areas to work

  - Issues

  - Process

  - Professional Development/Training

- Prioritize

- Communicate

  - Via Managers and/or Directly to the Department

The GCD Approach > Playbook > DoD

Greatest Common Denominator

- Find and Confirm the Shared Theme
    - Example: Test Case Detail
    - Example: Test Automation Criteria

- Continuous Feedback via Individuals
    - Manager 1-1s
    - PA Leadership

The GCD Approach > Playbook > DoD

Playbook - Internal

- Write the Process

- Create/Update the Job Description

- Create/Update Onboarding

  - Example: Establish Individual Performance with Assessments

- Continuous Feedback via Individuals

  - Manager 1-1s

  - PA Leadership

The GCD Approach > Playbook > DoD

Definition of Done – External

Example

Putting the "Engineer" in QE

The Misperceptions of Quality Assurance

- There is one team that owns quality

- It is not a skill (i.e., "anyone who is a user can test")

- If an issue is found Live or by a user, it's QA's fault alone

Putting the "Engineer" in QE

"Define, Design, Build, Execute, Measure, Report"

<u>Engineering</u>

- Define – success, outcome and measurements
- Design – a comprehensive strategy
- Build – the solution
- Execute – the solution
- Measure – the results
- Report – the outcome

Putting the "Engineer" in QE

"Influence the Building of the Software before the Software is Built"

- Balances Technical Acumen with User Advocacy – with Equal Emphasis on Both

- Context-Driven

Putting the "Engineer" in QE

- Create a Continuous Cycle of Process Improvement
  - Job Descriptions
  - Onboarding
  - Career/Professional Development
  - Generalists
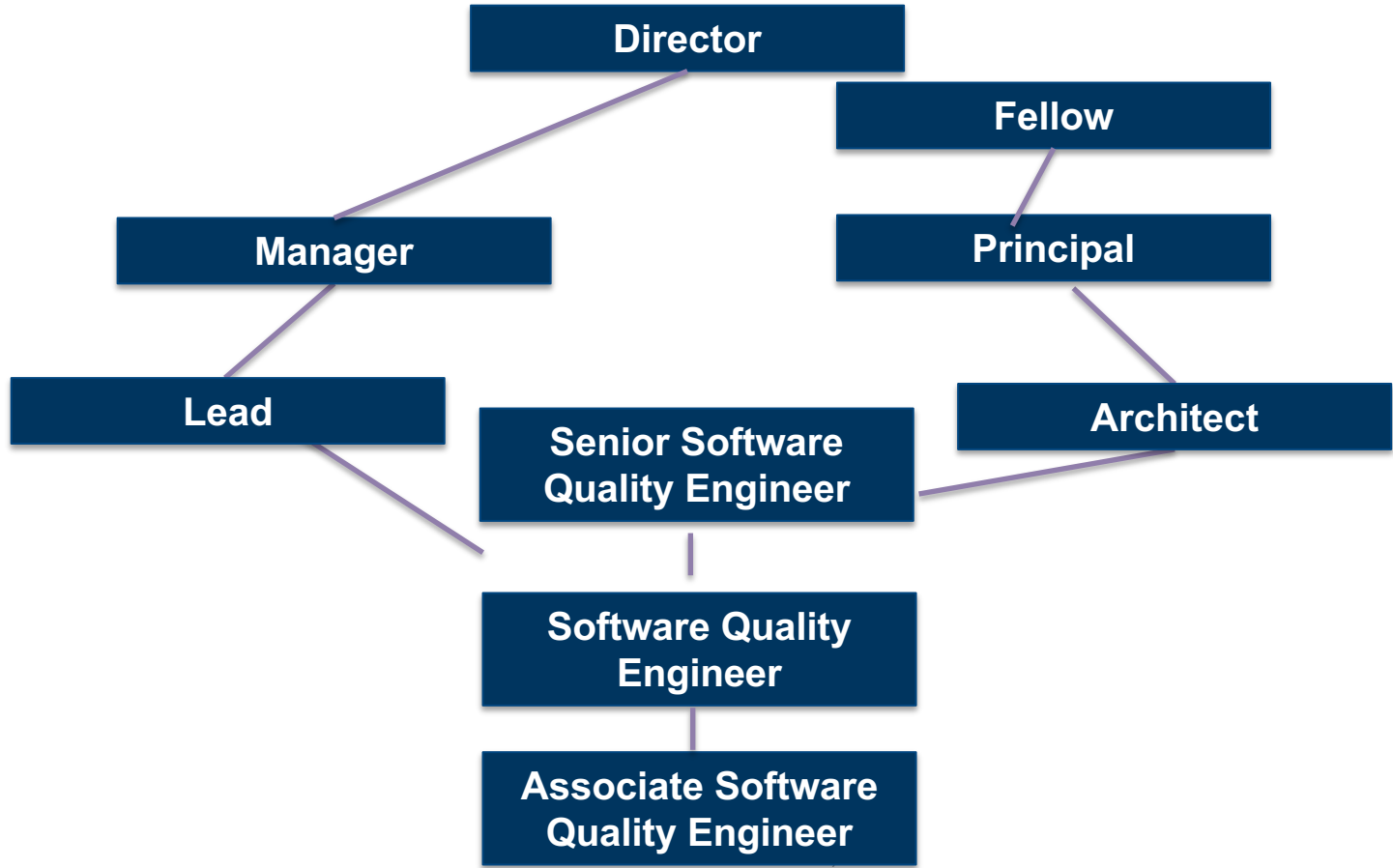
Summary

The List = Roadmap

Easy ones First and Communicate!

Practice Areas

For the Hard Ones or Sustaining

GCD > Playbook > DoD

Themes, Internal, External

Quality Engineer

The New Normal

Let's Talk!

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