“quality” (inconceivable!)
i do not think it means what you think it means…

“quality” and why we should stop saying it

Cheryl Hammond
@bsktcase
CTO, Peak Medical Technologies

#stopSayingQuality
agreements and asks

@bsktcase  #Agile2016  #stopSayingQuality
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Metrics, getKanban, and more
law of two feet
agenda

Intro, logistics, agreements

As you wish

Only mostly dead

Oh, you mean *this* gate key

Close
ваня

миша

http://en.wikipedia.org/wiki/Bolonka
Cheryl Hammond

~20 years’ experience in software development, exec leadership, and organizational transformation

Passionate about agile, lean, and making software delivery humane; not afraid to look silly doing it

Fourth-generation Seattleite

Smithie and uni recruiter; traveler; bolonka lover; genealogist; feminist

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the problem
the a problem

We don’t agree on what “quality” means

Or we agree, and we’re all wrong
how to spot it
As a 

In list TODO

I can select

I can

I can enter

I can insert

I can indicate

I can specify

Add Comment

Write a comment...

Activity

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how to handle it

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completeness
completeness

Does the system do all the things we want?

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correctness

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Of the things the system actually does, however numerous or few they may be, does it do them accurately?
completeness can hurt

Distracts/takes time away from correctness
Fails to provide needed info for test cases

Ever tried to automate completeness?

Hides too-big stories, making sizing difficult
... which has cascading effects on team cadence

Bad agile cadence creates time pressure
... guess which essential activity suffers first when that happens!

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testing for completeness

Failures happen when a piece of expected functionality is missing, even if the team didn't implement it and *didn't intend to*. 

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measuring
i do not think it measures what you think it measures

Completeness isn’t a quality metric, it’s a productivity metric

... which is funny considering how hard it is to find good productivity metrics
fighting it
stop saying “quality”

It’s ambiguous
No matter what you may mean by it, you can’t control how others hear it

It has baggage
You don’t know what assumptions or experiences your listener associates with it
disambiguate

Be more precise

To start, try replacing with “completeness” or “correctness”

Find synonyms

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become curious

Ask others to clarify their meaning

Not confrontationally!

Try to learn your colleagues’ points of view

It also helps to know what their goals are
let’s practice not saying it!

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exercise: alternatives to “quality”

Self-organize
Pairs, small groups, or on your own

5 minutes:
What do you mean by “quality”?
What does your team/org mean?

10 minutes:
Can you say it a different way?
How might that be helpful?

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bonus!

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cut 'em up
quick-start story sizing

Add correctness criteria to each “acceptance criteria” bullet point under an existing story

Now they’re their own stories!
Their former parent is now an epic

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happily ever after...
is this a kissing talk?
agreements and asks

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Metrics, getKanban, and more
thank you!

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have fun!