Test Everything: Quality, it’s not just for code anymore.
WARNING:
This is a workshop
I understand if that is not your thing!

About Me (Bob Payne)

Bob Payne
• Change Agent
• SVP Agile Transformation @LitheSpeed
• Experience: 30 years in the Software industry, 20 years of Agile/Lean Transformation
• Practitioner, consultant, trainer, author, speaker and community organizer
• Host AgileToolkit Podcast
• Chair of AgileDC
To make people’s work more productive, valued and fulfilling.

We need to learn fast

IDEA → DELIVERY → OUTCOME

MEASURE AND LEARN

How fast can we learn and improve?

“Successful organizations are able to pivot and implement quickly in order to achieve competitive advantage.” — Steve Denning via PMI Pulse of the Profession 2015
“Learning is not compulsory... neither is survival.”

W. Edwards Deming

quotes.deming.org/quote/832
We are moving to End to End Delivery Teams
(Who is Repsonsible for Quality)

- Set up end-to-end team focused on **value streams**
- Each value stream has all/most of the functions necessary to deliver value to end users

Each **value stream** has:
- Product Management/Owners
- User Experience
- Discovery/Refinement/Delivery
- Run Support
- Prototyping R&D
- Digital Measurement support

Survey Says....

What slows you down in regards to speed and quality?
It’s not just the code

We deliver what we thought we should, it works but...

• The end Customer does not think it is valuable
• Usability is poor
• Operational issues
• Documentation is not used, wrong or adds no value
• Untested assumptions cause delays
• Governance is not met or too heavy

“Your system is perfectly designed to give you the results you’re getting.

W.E. Deming
You need to change the system

Everything has a Customer

If you need it, It has a customer
- Find out who that is
- Determine the problem or need you are fulfilling
- Determine the “Barely Sufficient” thing that would fill the need
- Validate before you build
- Test iteratively with them so they are not surprised or angry

Easy right? Let’s See…..
Our Workshop

Self organize by topic and wait for instructions. (Modified World Café)

- Testing Value
- Test Ideas
- Testing Usability and User Experience
- Testing Operations
- Testing Documentation
- Testing Risk, Audit and Governance

10 Minutes

Who is your customer?

What do they really need?
(The why behind the what)

How do they currently get that need met?
10 Minutes

How do they meet that need now?

How might you change to go faster or improve quality?

Read Out

What Innovative Solutions did you come up with?

Q&A