Quality Engineering: From Chaos to Order

Speaker: Melissa Fisher

About me

- QE Lead at Vitrifi
- Holistic Strategy and approach
- Blogger
  fishouthebox.medium.com
- Author
  https://leanpub.com/u/fishoutthebox

@melissajanefisher

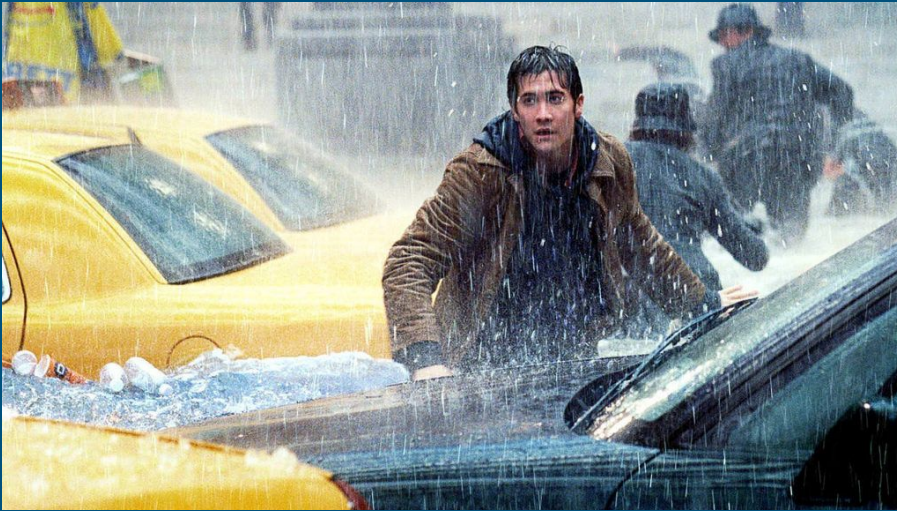# Agenda

- Transformation
- QE Assessment
- Signal change
- Fixing the problems!

What do I mean by chaos?

- Multi-tasking
- Lack of focus
- Lack of framework to help team members succeed
- Poor team reputation.

Before you do anything pause and assess!

Onboarding!

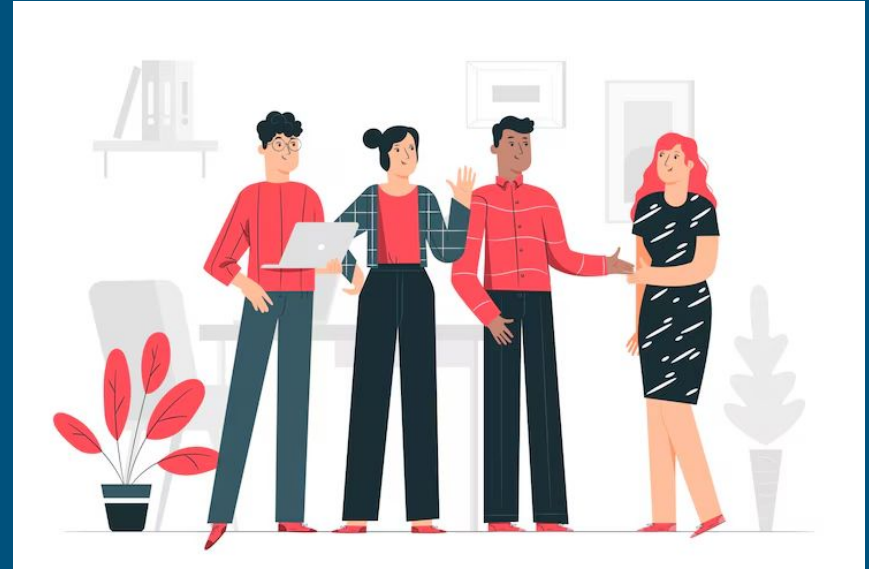Week 1: Hand shaking
Meet as many people as possible!

Week 2: Product learning
Shove diagrams into your head
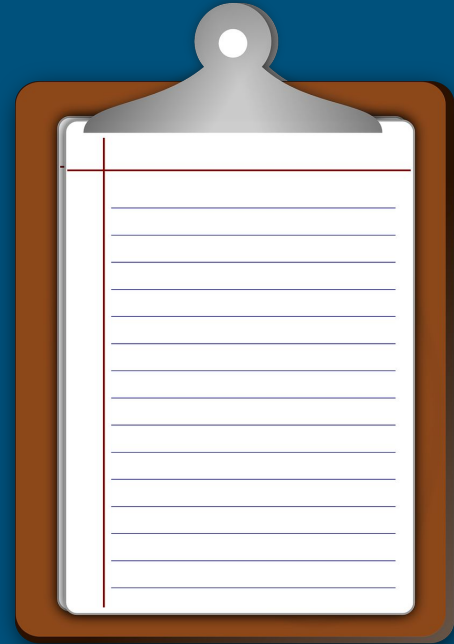
Quality Engineering Assessment

Scale 0 - 4

QE Strategy
Continuous Testing
Test Planning
Result Analysis
Team Dynamic
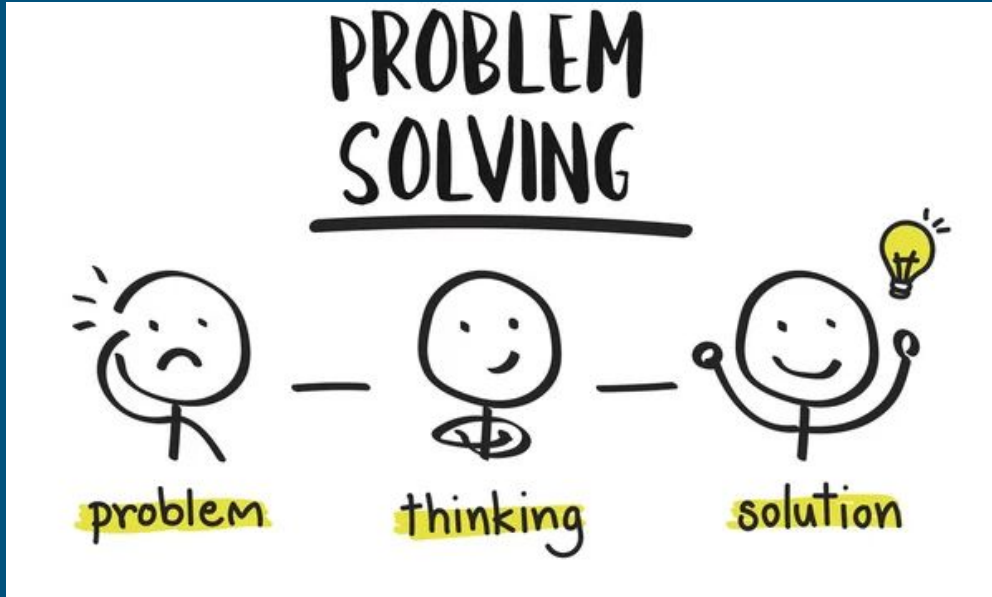Continuous Improvement….etc….

Find Practical Solutions

- What are the problems?

- Do what makes sense.

- 1-2 problems at a time

@melissajanefisher

Rebrand to signal Change and Ownership

- Team conversation
- Quality Assurance to Quality Engineering

Fix the environment, not people

- Embedded QEs into teams
- Changed line management
- Test Management tool

What are we working towards?

- QE Strategy Creation
- QE Principles
  - Risk and Value
  - Shift Left
  - Continuous Improvement
  - Automation First
  - Testability

in @melissajanefisher

Peer Review of Work

- Implement a peer review process
- Collaboration increases
- Work quality becomes better

Coaching and Mentoring

- 1 to 1s
- Encourage learning
- Share blogs, learnings, courses etc

@melissajanefisher

QE Plans and Summary Reports

- Look at Quality criteria instead of functional and non functional
- In your summary report include your observations and learnings
  - What have you learnt?
  - What has slowed you down?
  - What can we do to continuously improve?

@melissajanefisher

What have I learnt personally?

- Focus is not only for my team, but also myself
- To slow down more and have thinking time scheduled in the calendar
- Lean on the expertise of team members
- In moments of doubt remember "I'm going to figure it out like i always have"
- Change is a marathon not a sprint. Have a bucket of patience.

in @melissajanefisher

Takeaways

- You can draw a line under the sand and step forward positively
- Fix the environment, so people can thrive
- Knowing where you are headed is important for focus
- Peer reviews are a must!
- Share your observations and learnings

Q & A