

Continuous Quality: first steps and changing mindsets

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About me

- ◆ Software tester
- ◆ 2 years of experience
- ◆ TWIT co-host



Why am I telling you about continuous quality?

- ◆ The Testing Planet
- ◆ I do that!
- ◆ I coach the other testers on my team
- ◆ My team's position on testing and quality shifted because of how we approach continuous quality

What is continuous quality?

And add quality here

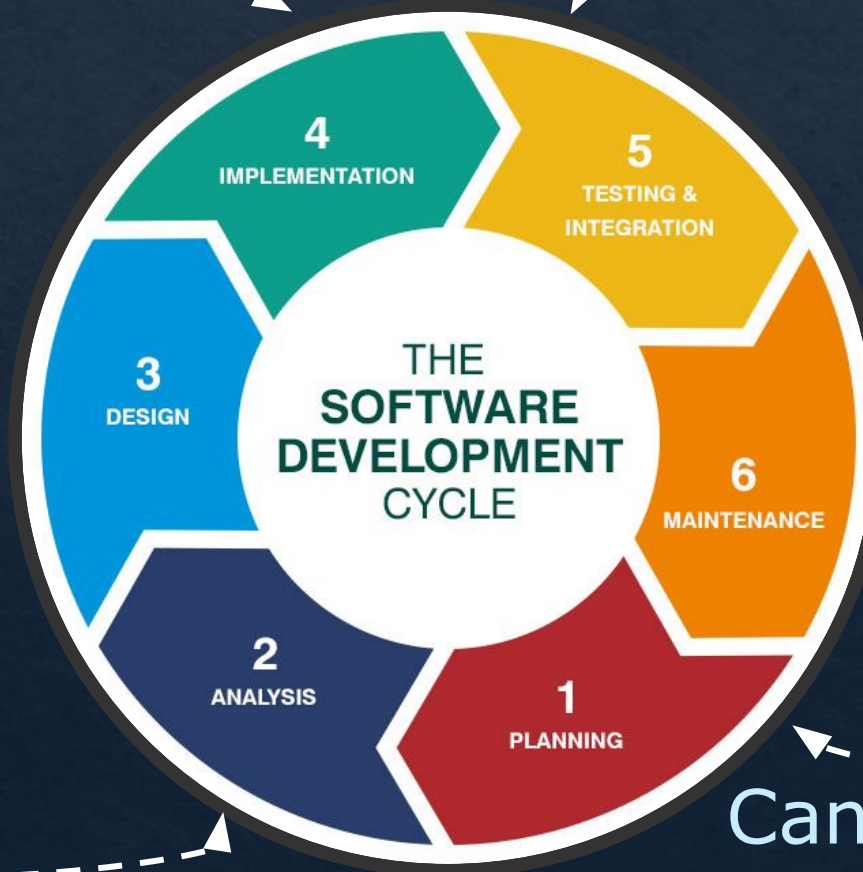
We also add quality here

We add quality here

And here

We add quality here as well

Can we add quality here?
Of course!



“ *Continuous Quality is building quality in at every stage possible* ”

Stuart Day

The Testing Planet Episode 7: Continuous Quality –
An Introduction to Continuous Quality



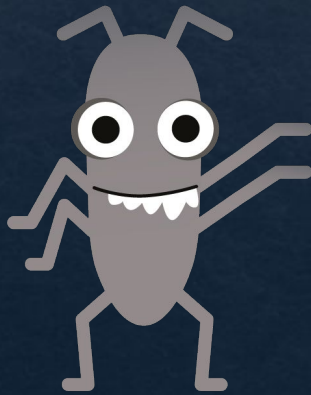
Quality control vs Quality assurance

- Focus on product
- Reactive
- Detection of defects
- Testing team's responsibility

Quality control

- Focus on process
- Pro-active
- Prevention of defects
- Everyone's responsibility

Quality assurance



Quality control vs Quality assurance vs Quality assistance

- Focus on product
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Quality control

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Quality assurance



- Focus on people
- Proactive
- Help others improve quality
- Collaborative process

Quality assistance

Quality Assistance: Get Started!

- ◆ Be proactive!
 - Offer help and resources unprompted
 - Speak up, even during meetings where testers usually don't have a big role



Examples



When you think the analysis is incorrect/unclear

- Don't question the knowledge of the analyst
- Explain why you think it's wrong
- Explain what you believe it should be

Examples

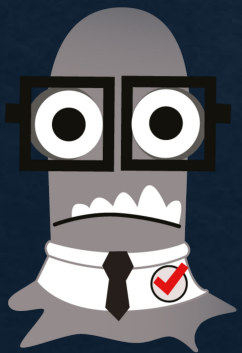
When you know that the testing for a ticket will require a lot of specific test data

- Clearly inform the team of this
- Help with brainstorming all scenarios
- Make your test data accessible for the entire team



When do you see the effect?

When other team members start taking quality into account during the process



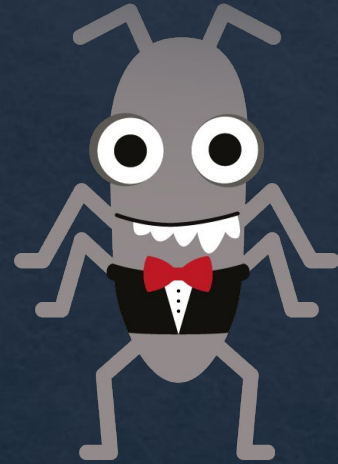
The pitfalls

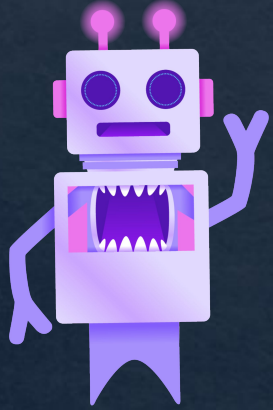
- ◆ Doing way too much glue work
- ◆ Being overloaded and overworked



Summary

- ◆ Continuous quality is adding quality in every step
- ◆ Start with quality assistance
 - Offer help
 - Speak up
 - Be proactive
- ◆ Beware of glue-work and being over-asked
- ◆ Help your team create, maintain and own the quality of their product!





Thank you for listening!

Come find me at the Corn Exchange for questions and discussions 😊

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