

**How collaborating with the
wider business helps with
quality**



About me

- I'm AI, a Quality Manager & Chapter Leader at WorkForce Software.
- I've been testing software for over 20 years ranging from Client/ Server, SaaS and mobile applications.
- Enjoy running and collecting first editions books by Tom Clancy, Craig Thomas & John le Carré.



Experience



WorkForce Software

7 yrs 5 mos

- **Quality Manager**
Full-time
Jul 2023 - Present · 4 mos
Milton Keynes, England, United Kingdom · Hybrid
- **Lead Software Quality Engineer**
Full-time
Apr 2021 - Jul 2023 · 2 yrs 4 mos
Milton Keynes, England, United Kingdom
- **Lead Software Quality Analyst**
Aug 2019 - Apr 2021 · 1 yr 9 mos
Milton Keynes, United Kingdom
- **Senior Software Quality Analyst**
Jun 2016 - Aug 2019 · 3 yrs 3 mos
Milton Keynes, United Kingdom



Workplace Systems

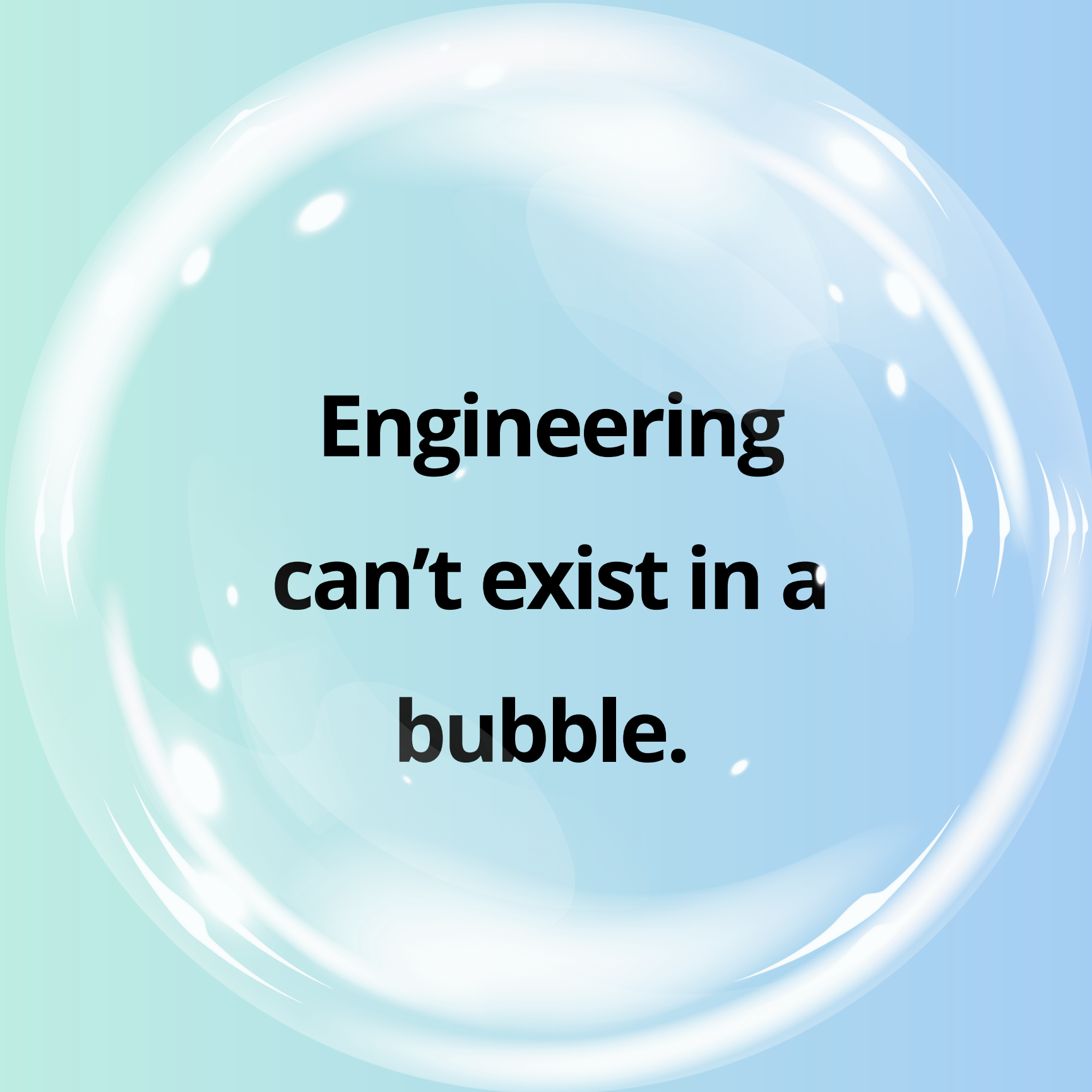
14 yrs 11 mos

- **Senior Test Engineer**
Mar 2015 - Jun 2016 · 1 yr 4 mos
- **Test Engineer**
Aug 2001 - Mar 2015 · 13 yrs 8 mos

Introduction

The best results come from working together across disciplines.

- Learning Outcomes
 - Learn why getting close to what our customers are doing contributes to testing.
 - How building relationships outside of the engineering discipline contributes to quality.
 - How setting up demo sessions, sharing content etc can assist in making our testing more relevant.



**Engineering
can't exist in a
bubble.**

**Operational
Services**

**Infrastructure &
Cloud**

**Customer
Support**

Sales

Quality Language



Support: "Class,
Characteristic, Trait"



Sales: "Well-made,
Thoroughly inspected,
Best"



Services: "Excellence,
Calibre, Consistency"

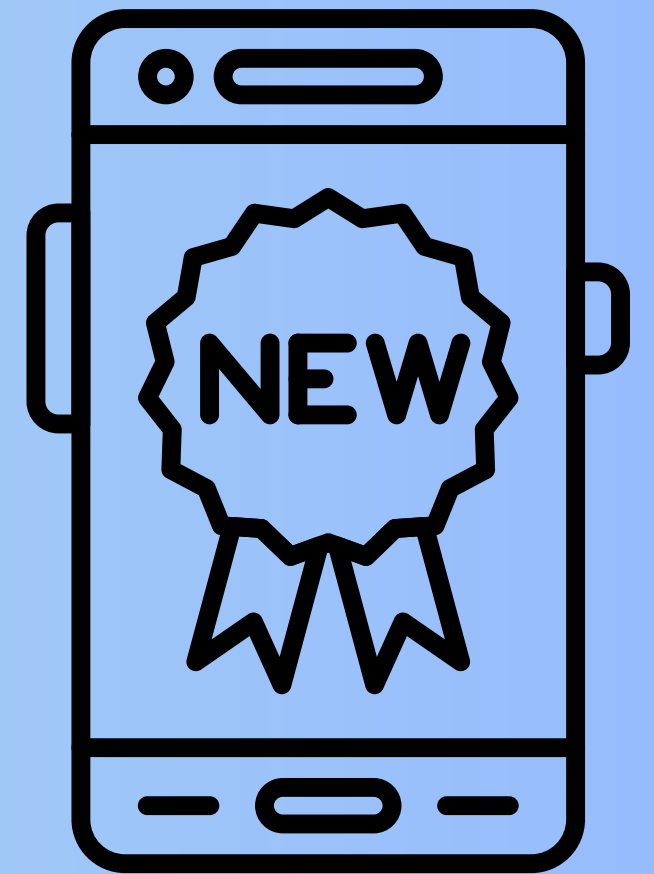


Account Relations:
"Robust, Expensive,
Nice"

We can all be leaders and ambassadors for for what we do in the Engineering domain.



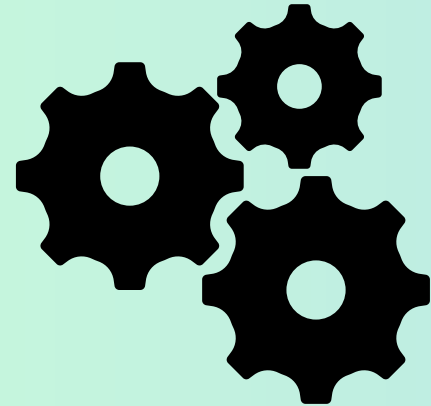
Have a view on the implementation of a new feature from the end users perspective.



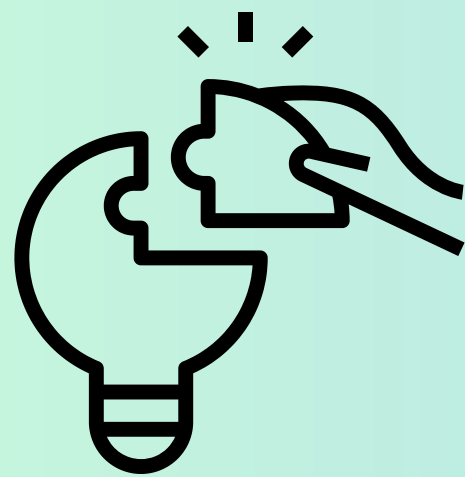
My Context



Challenges and Solutions



Some of the config in the Source application not easy.



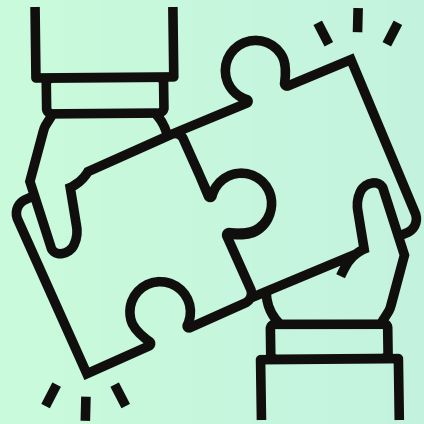
Help to get demo environments set correctly



Insight into ease of use & use cases



Feeding back



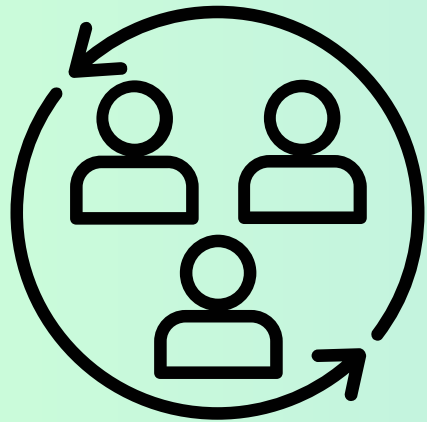
Getting feedback from talking to prospective customers



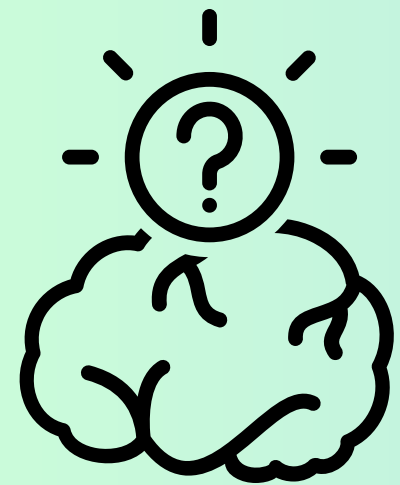
What really matters to customers



What's in the release?



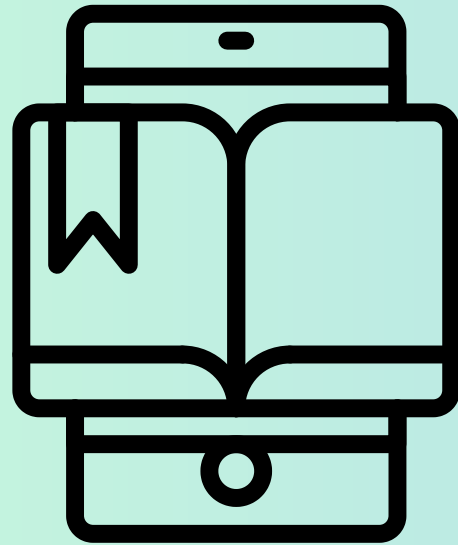
Sessions to go through what the behaviour now is.



Reaction of people experiencing the new behaviour



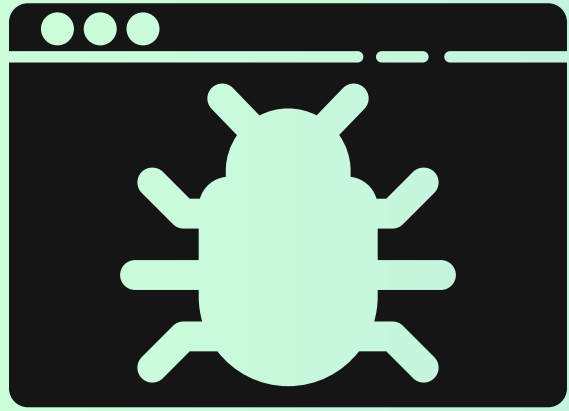
How is this feature supposed to work.



An awesome set of "How To" pages
#TrustThePages



Is what's documented a clear



Is this a bug or understanding?



Ran a bug no bug session each sprint.



We get to see what end users are raising first hand

These are not perfect solutions!

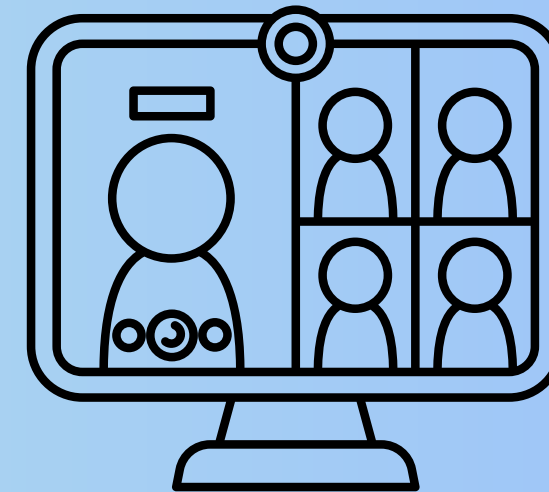
Busy people – scheduling time tricky



Short notice on help with demos



Do we not have a meeting for sharing what's recorded?

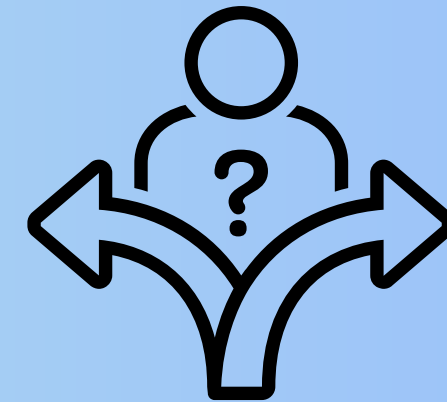


These are not perfect solutions!

Why can't it do this [thing it doesn't do]?



Shouldn't this feedback be going straight to decision makers?

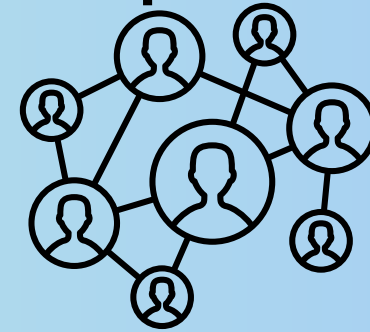


Anything more than the answer to the issue at hand doesn't stick.

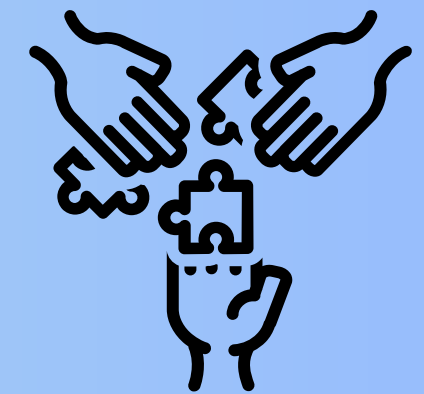


How can you get involved!

Network with colleagues outside your department and learn their “quality” language



Be visible and serve as a point of contact - get involved in setting up demos



How you can get involved!

Provide guidance on product features

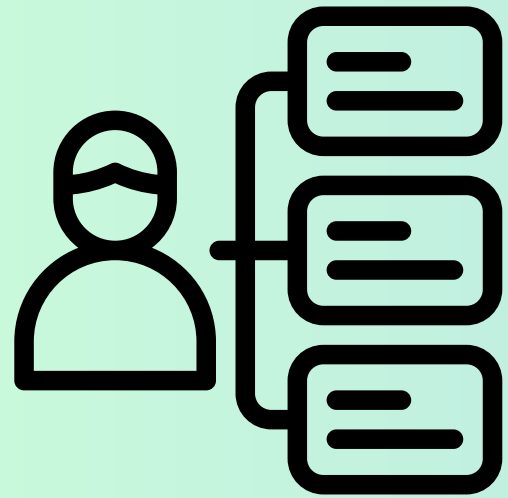


Take the product out for feedback.

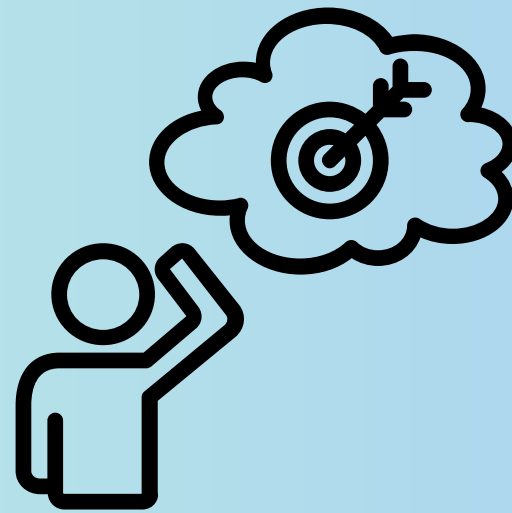


Summary

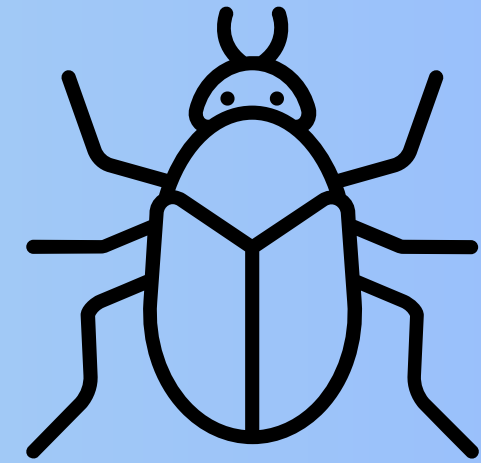
Learn why getting close to what our customers are doing contributes to testing.



Actual User actions



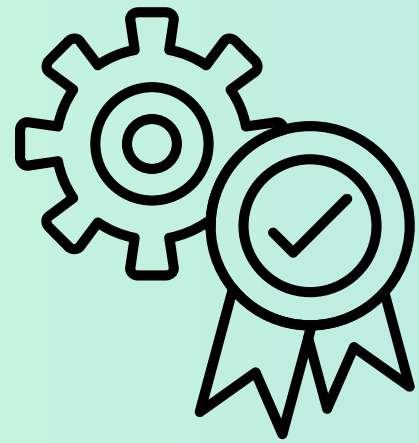
Expectations



Real bugs?

Summary

How building relationships outside of the engineering discipline contributes to quality.



How do others use the system?



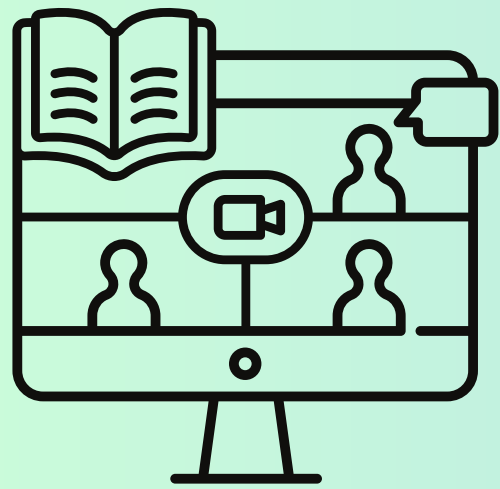
Build trust



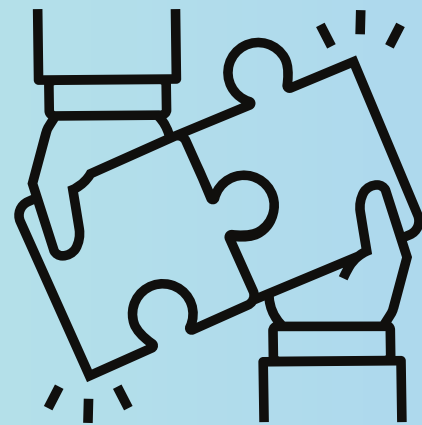
Cultivate network

Summary

How setting up demo sessions, sharing content etc can assist in making our testing more relevant.



Demo sessions

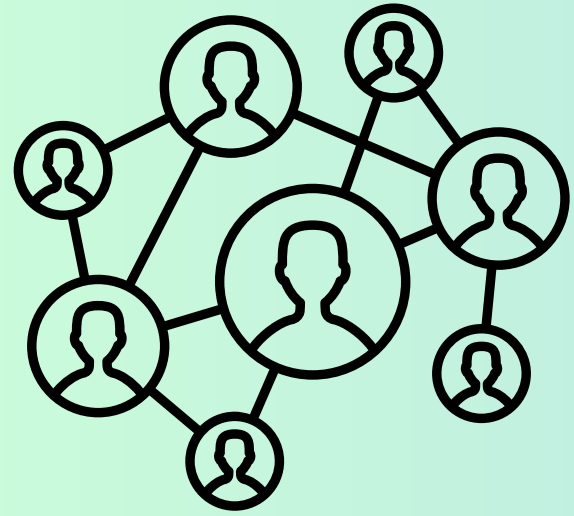


Give and receive feedback



“How To” document

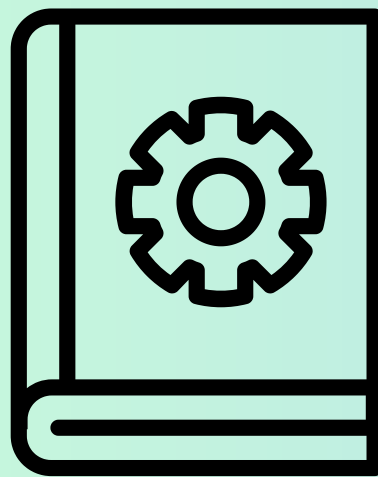
Over to you



Network outside your engineering department.



Seek feedback

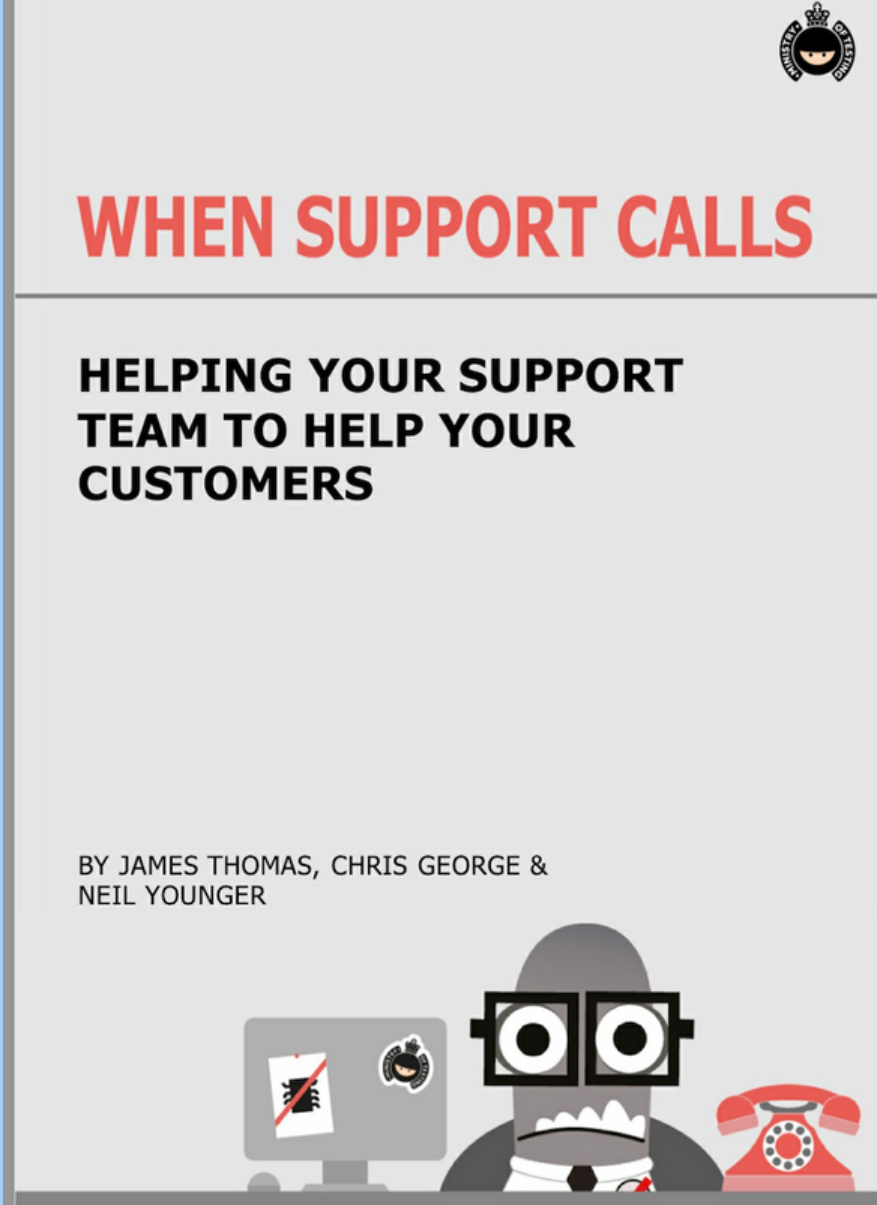
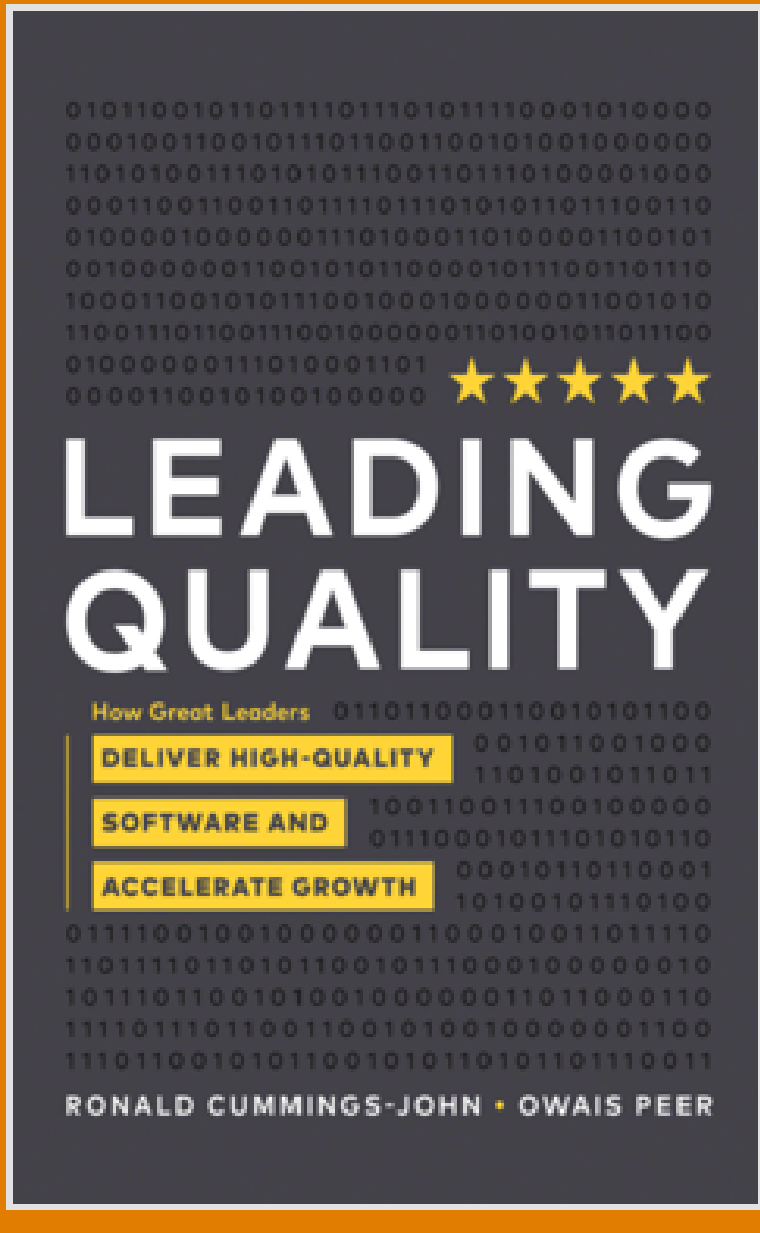


Create a "How To" guide

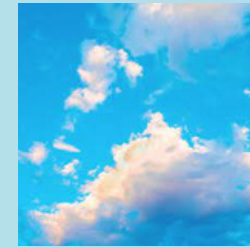
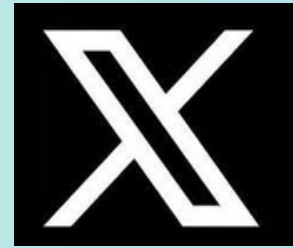
Recommended reading

Recommended reading.

- Leading Quality
- When support calls



Many Thanks



@testninja77



<https://testerninja.wordpress.com/>