How to deliver Quality On Time

The Right Result at the Right Time

www.malotaux.nl/conferences

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Niels Malotaux

- Project and Organizational Coach
- Expert in helping optimizing project performance

- Helping projects and organizations very quickly to become
  - More effective – doing the right things better
  - More efficient – doing the right things better in less time
  - Predictable – delivering as predicted
- Project Rescue

Result Management

Did someone prepare ?

- **The top-3 stakeholders of your project** (*Who* is waiting for it?)
- **The top-3 real requirements for your project** (What are they waiting for?)
- **How much value improvement do the stakeholders expect** (3 or 7?)
- **Any deadlines** (No deadlines: it will take longer)
- **What you should and can have achieved in the *coming 10 weeks***
  (Will you succeed? - Failure is not an option!)
- **What you think you should and can do the *coming week* in order to achieve what you're supposed to achieve**
  (Make sure not to plan what you shouldn't or cannot do
  At the end of the week everything you planned will be done)
- **Any issues you expect with the above or otherwise with your work**

Goal of What We Do

Quality on Time

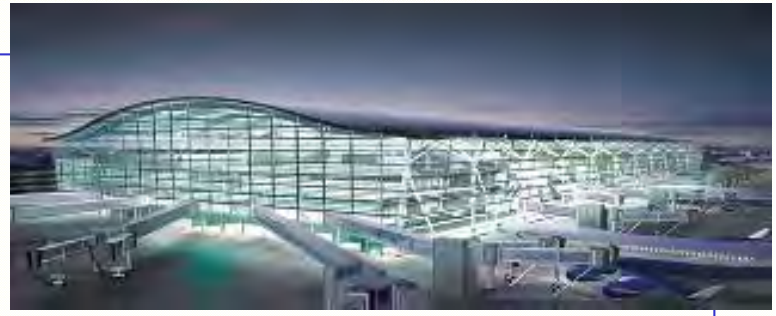
- **Delivering the Right Result at the Right Time, wasting as little time as possible** (= efficiently)

- **Providing the customer with**
  - what he needs
  - at the time he needs it
  - to be satisfied
  - to be more successful than he was without it
- **Constrained by** (win - win)
  - what the customer can afford
  - what we mutually beneficially and satisfactorily can deliver
  - in a reasonable period of time

Are your projects successful ?

- **Delivering Quality: The Right Results**
- **On Time: At the Right Time**

What is the Right Result ?



- **Heathrow Terminal 5: "Great success !"**
  - Normal people aren't interested in the technical details of a terminal
  - They only want to check-in their luggage as *easily* as possible
    and
  - Get their luggage back as *quickly* as possible in *acceptable condition at their destination*
  - They didn't
- **One of the problems is to determine what the project** (or our work in general) **really is about**
- **What are the 'real' requirements ?**
- **The essence is not *what* but *how well***

Requirements with Planguage

ref Tom Gilb

Definition:

Specific

Measurable

RQ27: Speed of Luggage Handling at Airport

Scale: Time between <arrival of airplane> and first luggage on belt

Meter: <measure arrival of airplane>, <measure arrival of first luggage on belt>, calculate difference

Benchmarks (Playing Field):

Attainable

Past: 2 min [minimum, 2014], 8 min [average, 2014], 83 min [max, 2014]

Current: < 4 min [competitor y, Jan 2015] ← <who said this?>, <Survey Dec 2014>

Record: 57 sec [competitor x, Jan 2012]

Wish: < 2 min [2017Q3, new system available] ← CEO, 19 Jan 2015, <document ...>

Requirements:

Time

Realizable

Tolerable: < 10 min [99%, Q4] ← SLA

Tolerable: < 15 min [100%, Q4, Heathrow T4] ← SLA

Goal: < 15 min [99%, Q2], < 10 min [99%, Q3], < 5 min [99%, Q4] ← marketing

Is being on time important ?

- **Delivery Time is a *Requirement*, like all other Requirements**
- **How come most projects are late ???**
- **Apparently all other Requirements are more important than Delivery Time**

- **Are they really ?**
- **How about your current project ?**

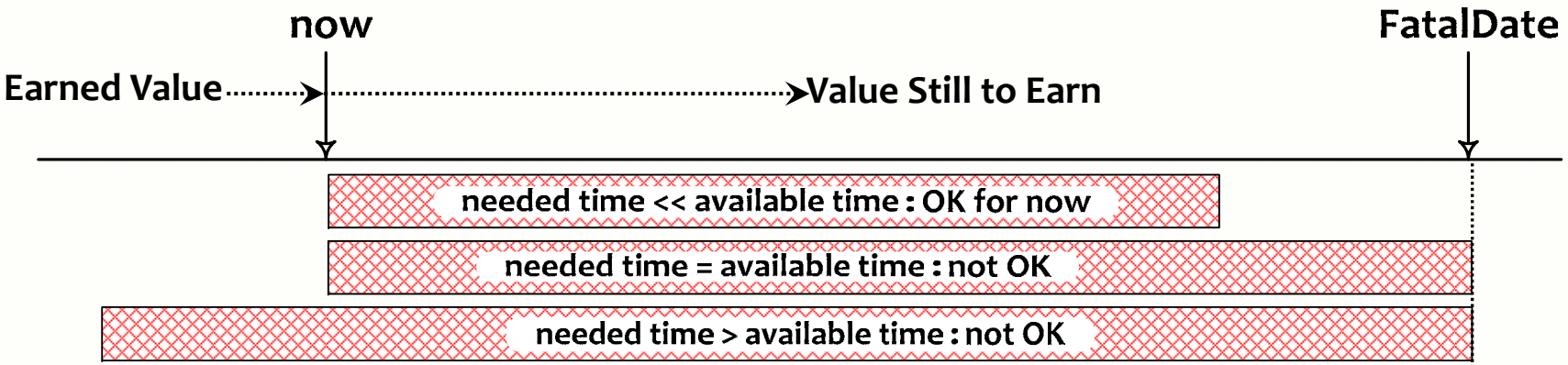
Did anyone tell you to go faster ?

- **Produce more ! → bad quality → produce less**
- **Produce quality ! → produce more**

Quick delivery of a solution that doesn't work means *no delivery*

The problem is: it's counter-intuitive

Any Deadlines ?



- **Value Still to Earn**

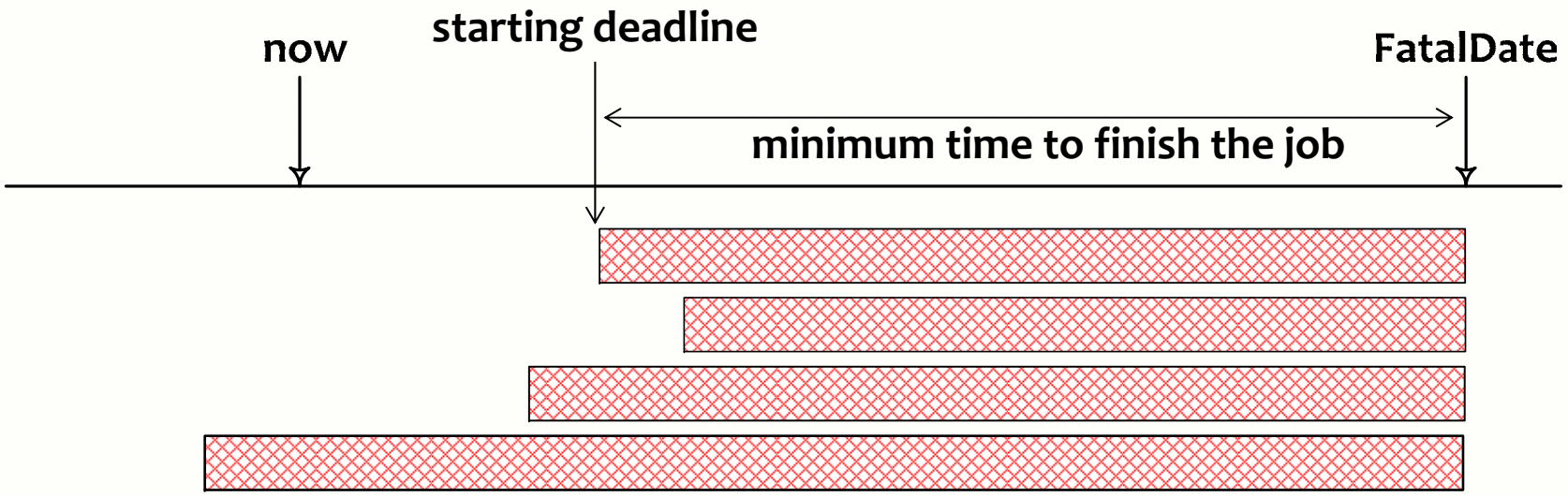
versus

- **Time Still Available**

If the match is over, you cannot score a goal

Even more important: *Starting Deadlines*

- **Starting deadline**
  - Last day we can start to deliver by the end deadline
  - Every day we start later, we will end later



What is the cost of one day of (unnecessary) delay ?

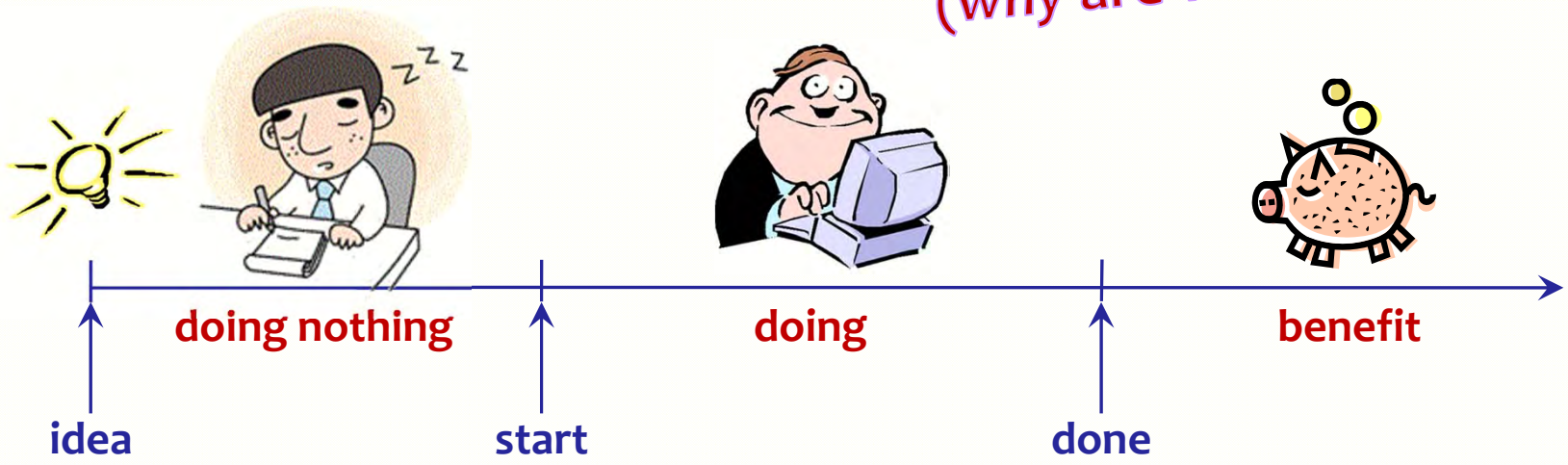
- What is the cost of the project per day ?
- Do you know how much you cost per day?
  Note: that's not what you get !
- If you don't know the benefit, assume 10 times the cost of the project

- 0^{th} order estimations are good enough
- Do you know the benefit of your project ?
- Do you know the penalty for delay ?

The Importance of Time

Business Case

(why are we doing it)



This is why project time is usually more important than project budget

Return on Investment (ROI)

- \+ **Benefit of doing** - huge (otherwise we should do an other project)
- – **Cost of doing** - project cost, usually minor compared with other costs
- – **Cost of being late** - lost benefit
- – **Cost of doing nothing yet** - every day we start later, we finish later

The challenge

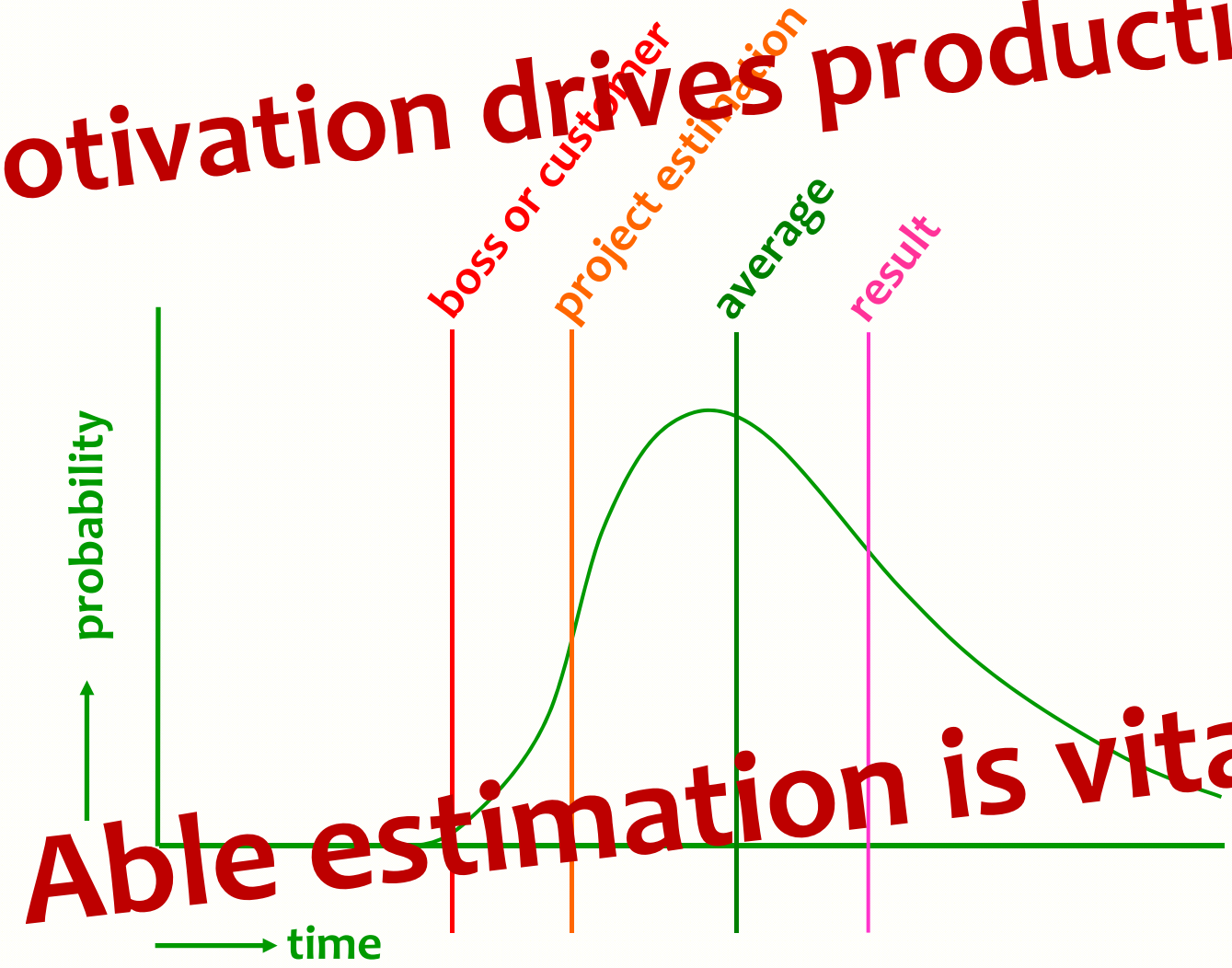
Failure is not an option

- **Getting and keeping the project under control**
- **Never to be late**
- **If we are late, we *failed***
- **No excuses**
- **Not stealing from our customer's (boss) purse**
- **The only justifiable cost is the cost of doing the right things at the right time**
- **The rest is *waste***
- **Who would enjoy producing waste ?**

Estimation Exercise

Lead time

Motivation drives productivity



Able estimation is vital

Estimation Exercise

Are you an optimistic or a realistic estimator?

Let's find out !

Project:

Multiplying two numbers of 4 figures

Example

```
    0000
    0000  x
--------
00000000
```

How many seconds would you need to complete this Project?

Is this what you did?

Defect rate

- **Before test ?**
- **After test ?**

Alternative Design (*how* to solve the requirement)

Another alternative design

There are usually more, and possibly better solutions than the obvious one

What was the real requirement ?

Assumptions, assumptions ...

Better assume that many assumptions are wrong.

Check !

Elements in the exercise

- Estimation, optimistic / realistic
- Interrupts
- Test, test strategy
- Defect-rate
- Design
- Requirements
- Real Requirements
- Assumptions

Human Behavior

Human Behavior

- Systems are conceived, designed, implemented, maintained, used, and tolerated *(or not)* by people
- People react quite predictably
- However, often differently from what we intuitively think
- Most projects
  - ignore human behavior,
  - incorrectly assume behavior,
  - or decide how people should behave *(ha ha)*

- To succeed in projects, we must study and adapt to real behavior rather than assumed behavior
- *Even if we don't agree with that behavior*

Discipline

- **Control of wrong inclinations**
- **Even if we know how it should be done …**
  (if nobody is watching …)
- **Discipline is very difficult**
- **Romans 7:19**
  - **The good that I want to do, I do not …**

→ **Helping each other** (watching over the shoulder)

→ **Rapid success** (do it 3 weeks for me…)

→ **Making mistakes** (provides short window of opportunity)

→ **Openness** (management must learn how to cope)

Intuition

- Makes us react on every situation
- Intuition is fed by experience
- It is free, we always carry it with us
- We cannot even turn it off
- Sometimes intuition shows us the wrong direction
- In many cases the head knows, the heart not (yet)
- Coaching is about redirecting intuition

Communication

- Traffic accident: witnesses tell *their* truth
- Same words, different concepts
- Human brains contain rather fuzzy concepts
- Try to explain to a colleague
- Writing it down is explaining it to paper
- If it's written it can be discussed and changed
- Vocal communication evaporates immediately
- E-mail communication evaporates in a few days

Perception

- Quick, acute, and intuitive cognition (www.M-W.com)
- What people say and what they do is not always the same
- The head knows, but the heart decides
- Hidden emotions are often the drivers of behavior
- Customers who said they wanted lots of different ice cream flavors from which to choose,
  still tended to buy those that were fundamentally vanilla

- So, trying to find out what the real value to the customer is, can show many paradoxes
- Better not simply believe what they say: check!

Excuses, excuses, excuses …

- We have been thoroughly trained to make excuses
- We always downplay our failures
- It's always 'them' – How about 'us' ?

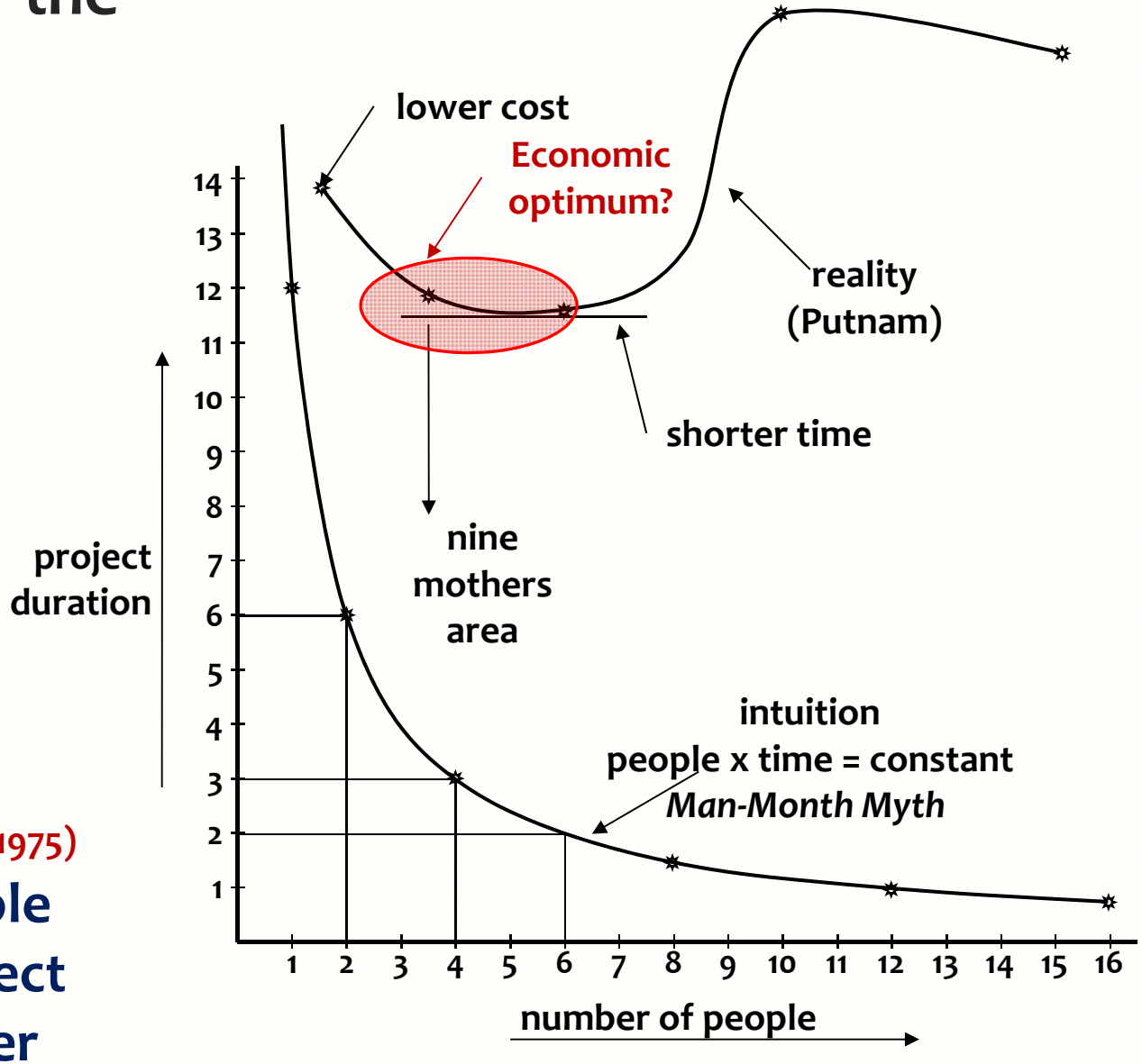
- At a Fatal Day, any excuse is in vain: we failed
- Even if we "really couldn't do anything about it"
- Failure is a very hard word. That's why we are using it !
- No pain, no gain
- We never say: "*You* failed" - Use: "*We* failed"
  - After all, *we* didn't help the person not to fail

How can we be On Time ?

Deceptive and difficult options to be on time

- **Deceptive options**
  - Hoping for the best (fatalistic)
  - Going for it (macho)
  - Working Overtime (fooling ourselves and the boss)
  - Moving the deadline
    - Parkinson's Law
      - Work expands to fill the time for its completion
    - Student Syndrome
      - Starting as late as possible,
        only when the pressure of the FatalDate is really felt
- **Difficult** (but sometimes necessary) **option**
  - Adding people
  - Beware of Brooks' Law (1975)
    - Adding people to a late project … makes it later

The Myth of the Man-Month



Brooks' Law (1975)

Adding people to a late project makes it later

Saving time

Continuous elimination of waste

We don't have enough time, but we can save time *without negatively affecting the Result !*

- **Efficiency in *what* (*why*, for *whom*) we do** - doing the right things
  - *Not* doing what later proves to be superfluous
- **Efficiency in *how* we do it** - doing things differently
  - The product
    - Using proper and most efficient solution, instead of the solution we always used
  - The project
    - Doing the same in less time, instead of immediately doing it the way we always did
  - Continuous improvement and prevention processes
    - Constantly learning doing things better and overcoming bad tendencies
- **Efficiency in *when* we do it** - right time, in the right order
- **TimeBoxing** - much more efficient than FeatureBoxing

Do you use Project Evaluations ?

Do you really learn from what happened ?

Insanity is doing the same things over and over again and hoping the outcome to be different ***(let alone better - Niels)***

Albert Einstein 1879-1955, Benjamin Franklin 1706-1790, it seems Franklin was first

Only if we *change* our way of working, the result may be different

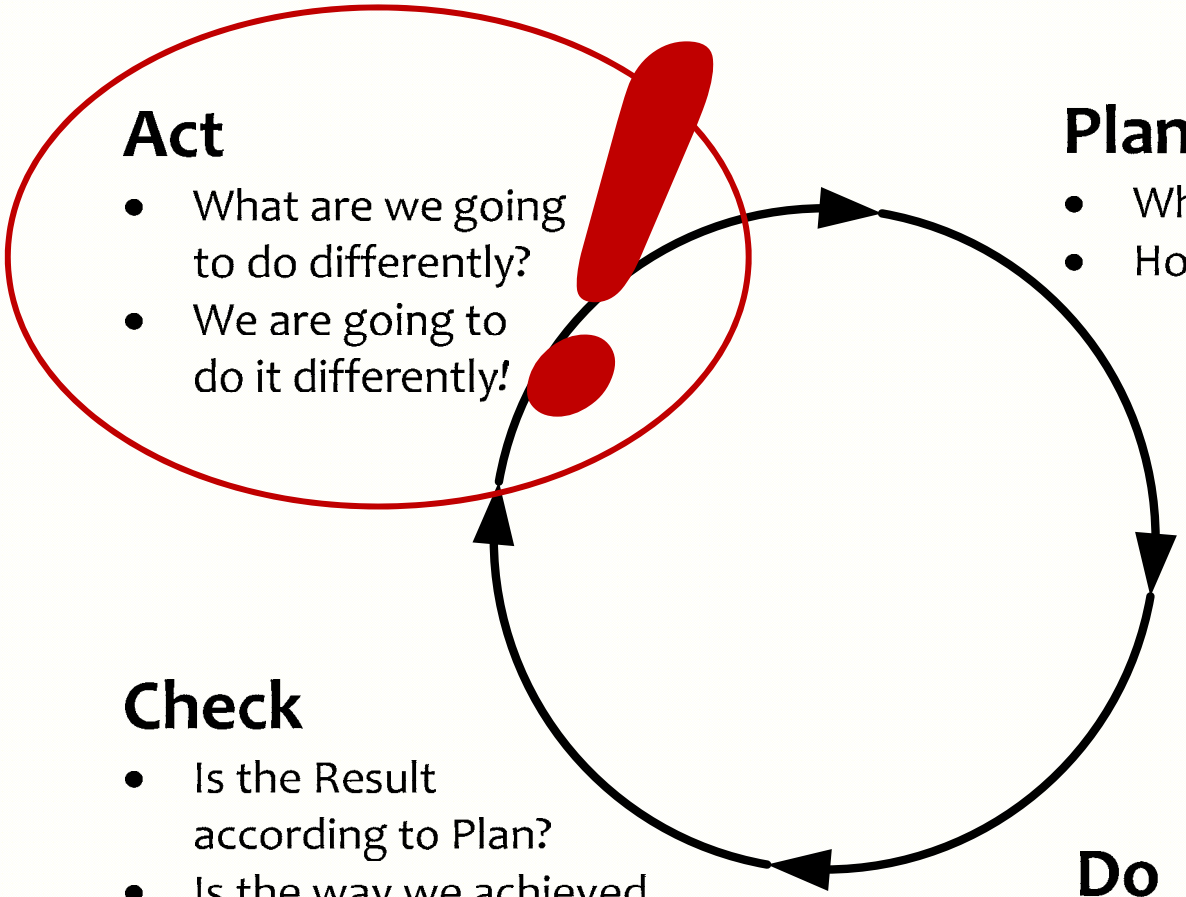
- **Hindsight is easy, but reactive**
- **Foresight is less easy, but proactive**
- **Reflection is for hindsight and learning**
- **Preflection is for foresight and prevention**

Only with *prevention* we can save precious time

This is used in the Deming or Plan-Do-Check-Act cycle

The essential ingredient: the PDCA Cycle

(Shewhart Cycle - Deming Cycle - Plan-Do-Study-Act Cycle - Kaizen)



Act

- What are we going to do differently?
- We are going to do it differently!

Plan

- What to achieve
- How to achieve it

Check

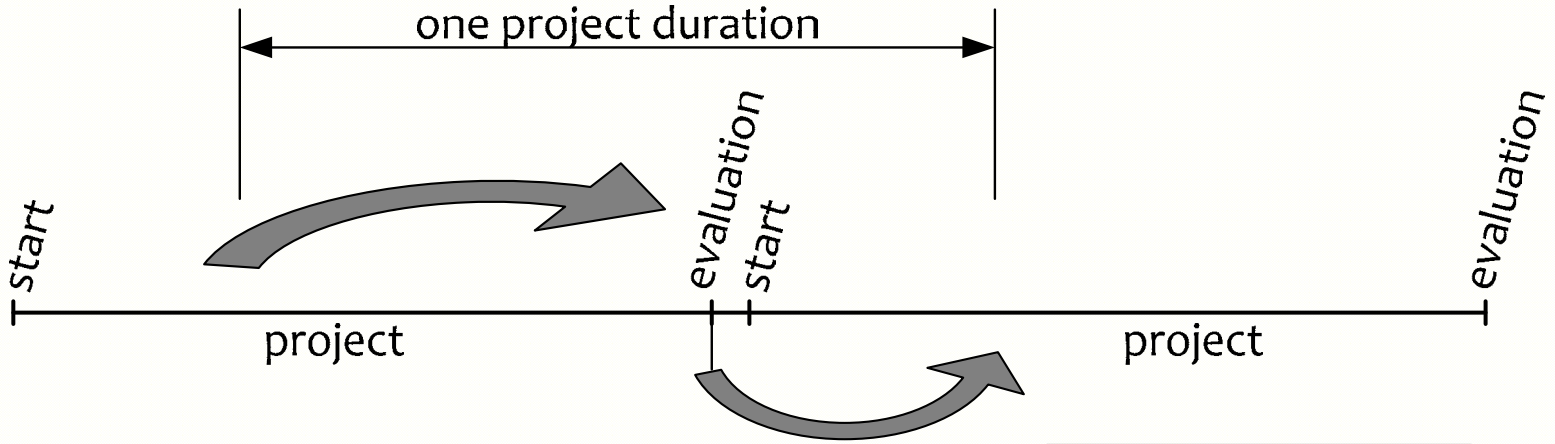
- Is the Result according to Plan?
- Is the way we achieved the Result according to Plan?

Do

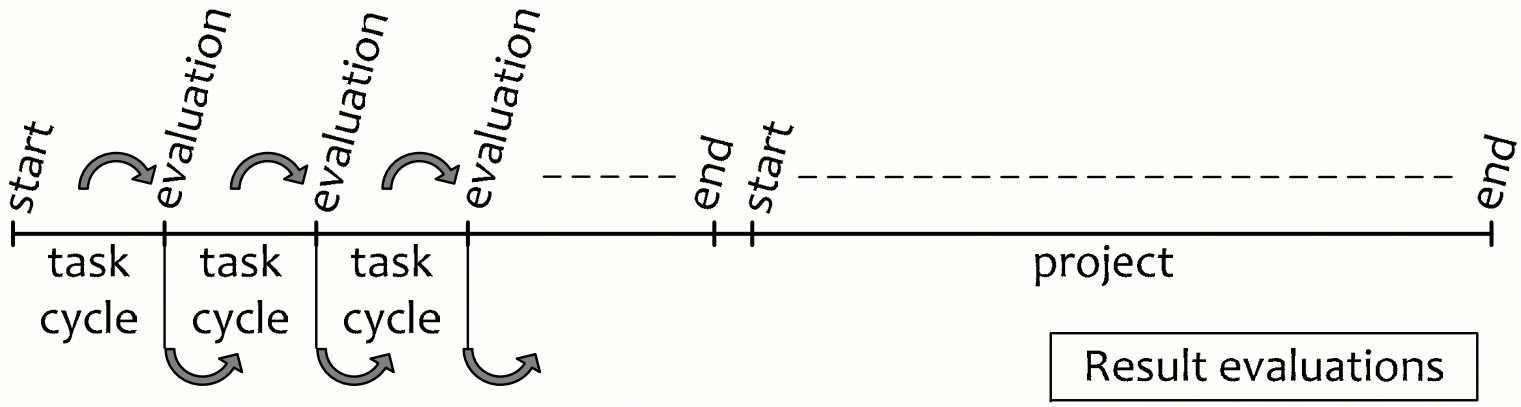
Carry out the Plan

Project Evaluations

→ Retrospectives



→ Prespectives



Evolutionary Project Management (Evo)

- **Plan-Do-Check-Act**
  - The powerful ingredient for success
- **Business Case**
  - *Why* we are going to improve *what*
- **Requirements Engineering**
  - *What* we are going to improve *and what not*
  - *How much* we will improve: quantification
- **Architecture and Design**
  - Selecting the optimum compromise for the conflicting requirements
- **Early Review & Inspection**
  - Measuring quality while doing, learning to prevent doing the wrong things

Why

What
How much
Are we done

How

Check as early as possible

Right Result

Evo Project Planning

- **Weekly TaskCycle**
  - Short term planning
  - Optimizing estimation
  - Promising what we can achieve
  - Living up to our promises
- **Bi-weekly DeliveryCycle**
  - Optimizing the requirements and checking the assumptions
  - Soliciting feedback by delivering Real Results to *eagerly waiting* Stakeholders
- **TimeLine**
  - Getting and keeping control of Time: Predicting the future
  - Feeding program/portfolio/resource management

Efficiency
of what we do

Right Time

Effectiveness
of what we do

What will happen
and what will we
do about it?

Requirements with Planguage

ref Tom Gilb

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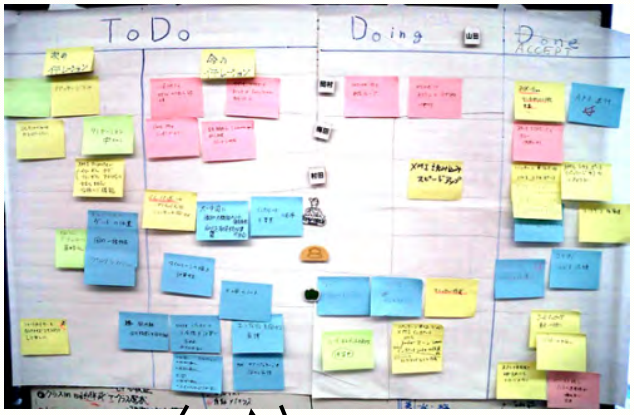
Goal: < 15 min [99%, Q2], < 10 min [99%, Q3], < 5 min [99%, Q4] ← marketing

Evolutionary Planning
prevention is better than cure

To-do lists

- **Are you using to-do lists?** **→ EXERCISE**
  - **List the things you have to do the coming week in order to achieve what you're supposed to achieve**

Sprint



Retrospective

Sprint Planning

Done

Demo

Sprint Planning

?

?

Standups

TaskCycle Planning

TaskCycle Planning

Done

TaskCycle Planning

Done

Done

Done

Done

Delivery

Delivery

Delivery

Delivery

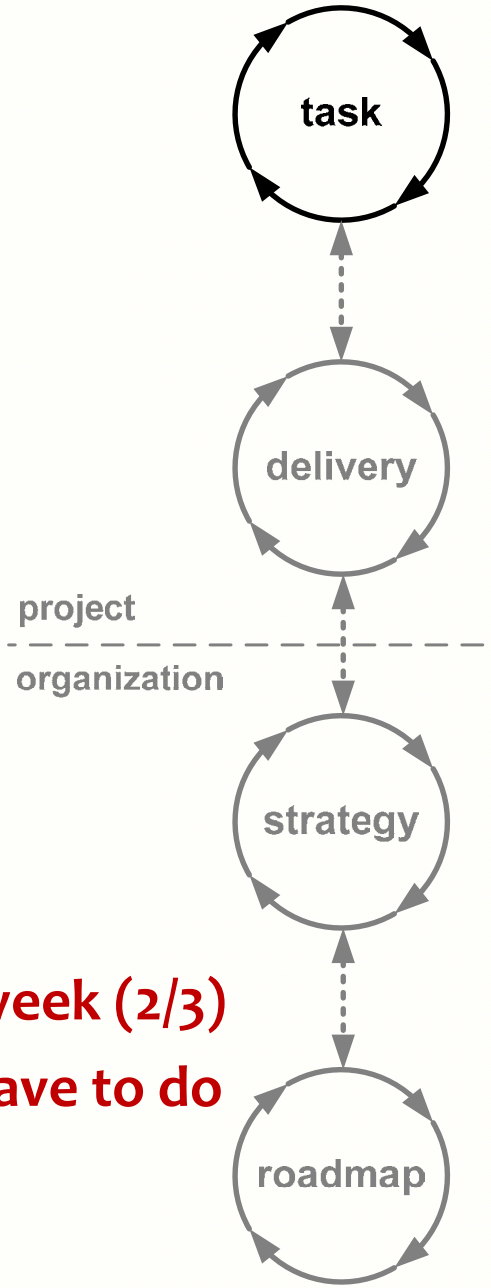
To-do lists

- **Are you using to-do lists?**
  - List the things you have to do the coming week
  - Did you add effort estimates?
  - Did you check how much time you have available the coming week ?
  - Does what you have to do fit in the available time ?
  - Did you check what you can do and what you cannot do?
  - Did you take the consequence?

- **Evo:**
  - Because we are short of time, we better use the limited available time as best as possible
  - We don't try to do better than *possible*
  - To make sure we do the best possible, we *choose* what to do in the limited available time. We don't just let it happen randomly

Evo Planning: Weekly TaskCycle

- Are we *doing* the right things,
  in the right order,
  to the right level of detail for now
- Optimizing estimation, planning and
  tracking abilities to better predict the future
- Select highest priority tasks, never do any
  lower priority tasks, never do undefined tasks
- There are only about 26 plannable hours in a week (2/3)
- In the remaining time: do whatever else you have to do
- Tasks are always done, 100% done



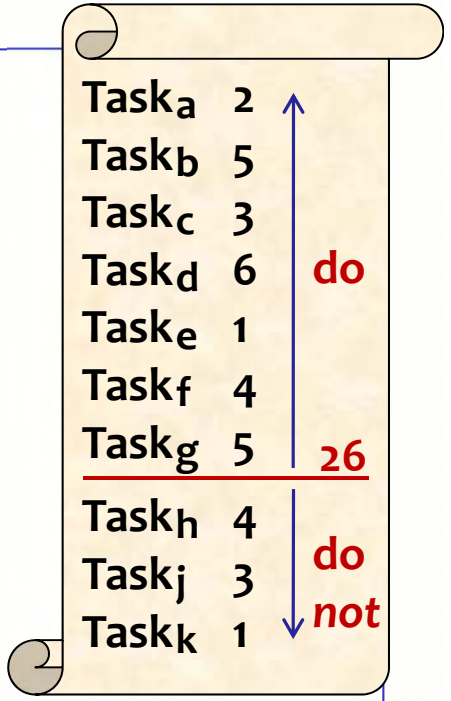
Effort and Lead Time

- Days estimation → lead time (calendar time)
- Hours estimation → effort

- Effort variations and lead time variations have different causes
- Treat them differently and keep them separate
  - Effort: complexity
  - Lead Time: time-management
    - (effort / lead-time ratio)

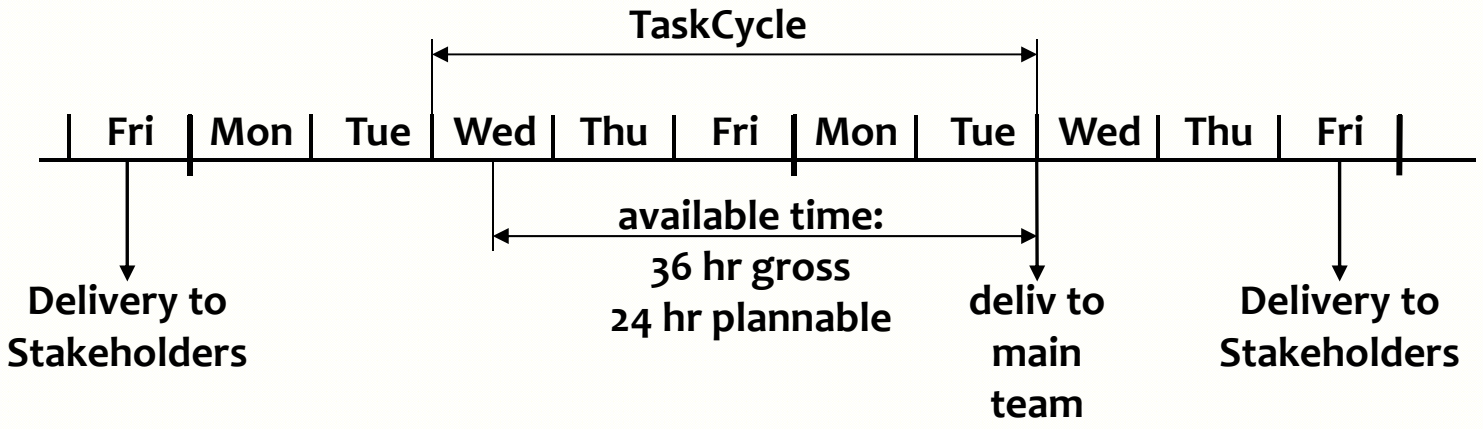
Every week we plan

- How much time do we have available
- 2/3 of available time is net plannable time
- What is most important to do
- Estimate effort needed to do these things
- Which most important things fit in the net available time (default 26 hr per week)
- What can, and are we going to do
- What are we *not* going to do



2/3 is default start value
this value works well in development projects

Designing a Delivery



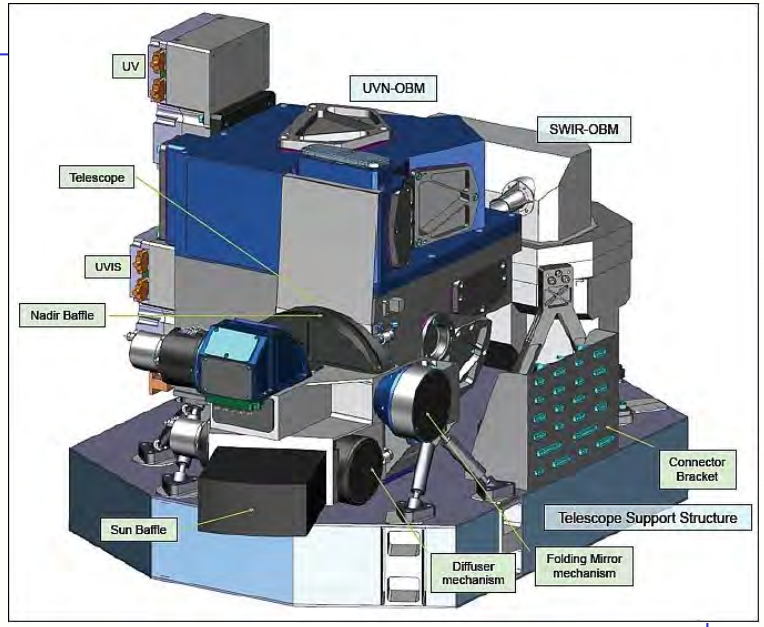
Serge (ProjLead)	
MbWA	3
Planning nxt wk	3
Work for deliv	4
-	6
-	2
-	1
-	5
Total	24

Gregory		Gregory (later)	
Draft design	6 →	Draft design	0
Finish design	6 →	Finish design	0
Work for deliv	3	...	
-	1		
-	2		
-	2		
-	3		
-	5		
-	6		
XMLa	4 →	XMLa	3
XMLb	4 →	XMLb	3
Total	42	...	

Why is this important?

- **Half (±30%) of what people do in projects later proves not having been necessary**
- **During the TaskCycle planning we can very efficiently see**
  - **What our colleagues think they're going to do**
  - **Make sure they're going to work on the most important things**
  - **Not on unnecessary things**
  - **In line with the architecture and design**
  - **Leading *most efficiently* to the goal of the delivery**
- ***Helping each other***

Earth Observation Satellite



- **Very experienced Systems Engineers**
- **They use quantified requirements routinely**
- **They don't know exactly where they'll end up**
- **6 year pure waterfall project** (imposed by ESA)
- **Only problem: They missed all deadlines**
- **9 weeks later: They haven't missed any deadline since**
- **Recently: delivered 1 day early** (instead of 1 year late)
- **Savings: some 40 man-year** (about €6M)
- **How did they do that ?**

Requirements weren't the problem

- **Requirements for tropospheric O3**
  - Ground-pixel size : 20 × 20 km2 (threshold); 5 × 5 km2 (target)
  - Uncertainty in column : altitude-dependent
  - Coverage : global
  - Frequency of observation :
    daily (threshold); multiple observations per day (target)
- **Requirements for stratospheric O3**
  - Ground-pixel size : 40 × 40 km2 (threshold); 20 × 20 km2 (target)
  - Uncertainty in column : altitude-dependent
  - Coverage : global
  - Frequency of observation :
    daily (threshold); multiple observations per day (target)
- **Requirements for total O3**
  - Ground-pixel size : 10 × 10 km2 (threshold); 5 × 5 km2 (target)
  - Uncertainty in column : 2%
  - Coverage : global
  - Frequency of observation :
    daily (threshold); multiple observations per day (target)

Awful schedule pressure !

- Meeting with sub-contractors in three weeks
- Many documents to review
- Impossible deadline

	per doc	hr
4 heavy	15	60
3 easy	2	6
	total	66
other work		33
	total	99

available	2 x 26	52

- How many documents to review ?
- How much time per document ?

- Some suggestions …
- Result: well reviewed, great meeting, everyone satisfied

Developing a new oscilloscope

- 4 teams of 10 people, 8 more people in Bangalore
- Introduced first in one team
- Other teams followed once convinced
- One team lagged because fear of ‘micro-management’

- Even if we would drop all you suggested, the 1-on-1’s will be kept, because so powerful:
  - We used to do something and afterwards found out it wasn’t what it should be
  - Now we find out before, allowing us to do it more right the first time

Results

- Schedule accuracy for this platform development was 50% better than the program average (as measured by program schedule overrun) over the last 5 years
- This product was the fastest time-to-market with the highest quality at introduction of any platform in our group in more than 10 years
- The team also won a prestigious Team Award as part of the company's Technical Excellence recognition program

www.malotaux.nl/doc.php?id=19 chapter 4.7.1, page 70

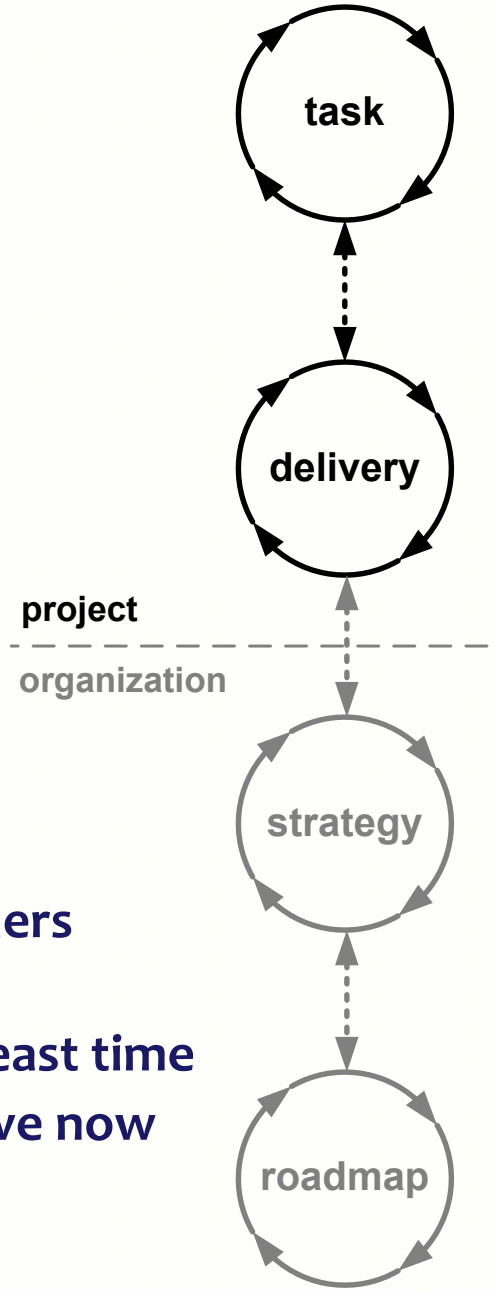
Example

- **Polish software project**
  - Deadline in 6 weeks
  - 'Mission Impossible'
- **After reorganizing**
  - Delivered in 5 weeks to happy customer
  - No overtime !
- **Magic question:**
  - What do you have to deliver by the end of the week, and
  - What do you all have to do to achieve that ?

  - Many issues surface immediately !
  - To be solved before causing more problems

DeliveryCycle

- Are we *delivering*
  the right things, in the right order
  to the right level of detail for now
- Optimizing requirements
  and checking assumptions
  1. What will generate the optimum feedback
  2. We deliver only to eagerly waiting stakeholders
  3. Delivering the juiciest, most important
     stakeholder values that can be made in the least time
     - What will make Stakeholders more productive now
- Not more than 2 weeks (it can be less !)

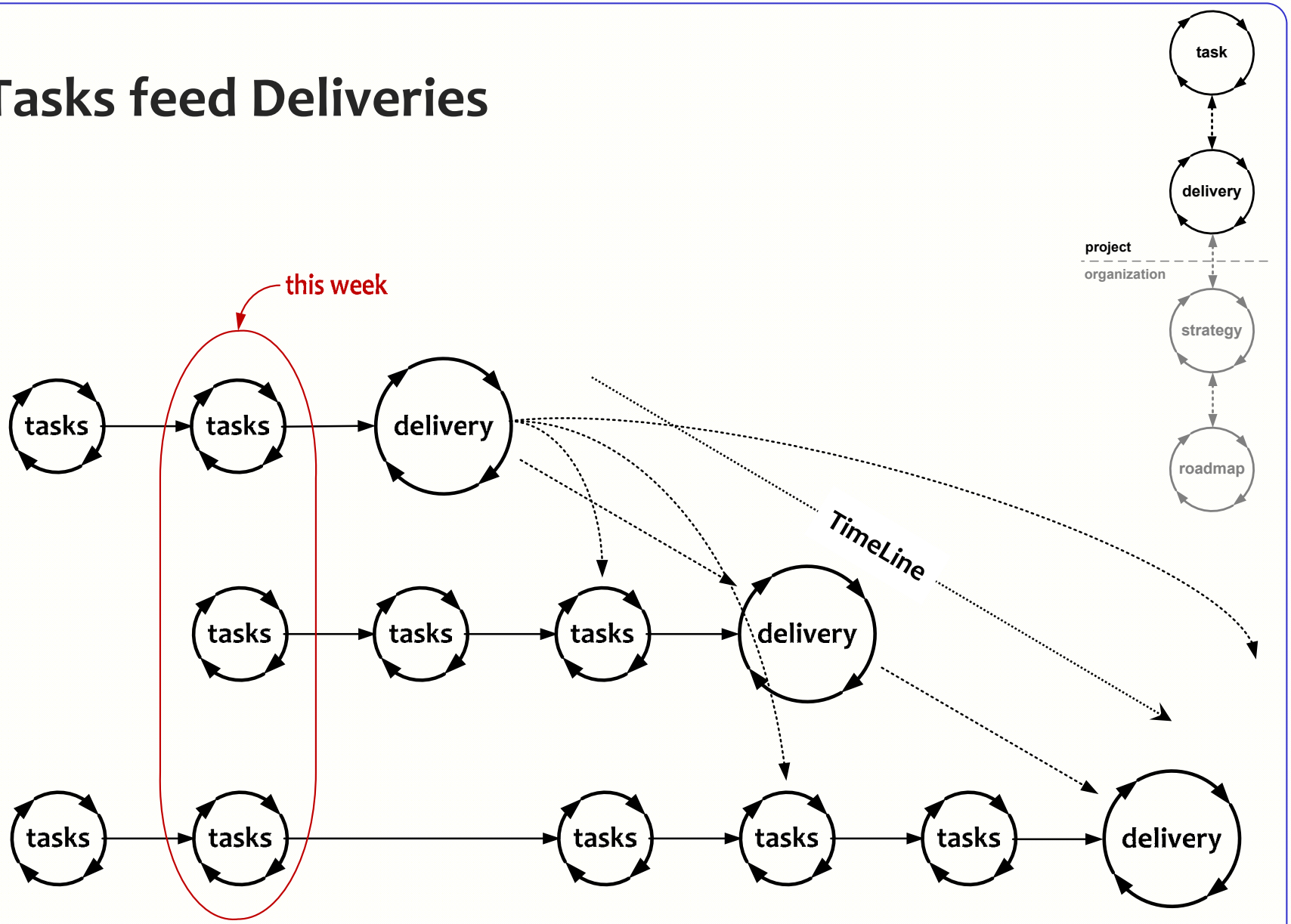


Do you demo at the end of a Sprint ?

- Give the delivery to the stakeholders
- Keep your hands handcuffed on your back
- Keep your mouth shut
- and o-b-s-e-r-v-e what happens
- Seeing what the stakeholders actually do provides so much better feedback
- Then we can ‘talk business’ with the stakeholders

- Is this what you do ?
- Success criterion: “No Questions, No Issues”

Tasks feed Deliveries

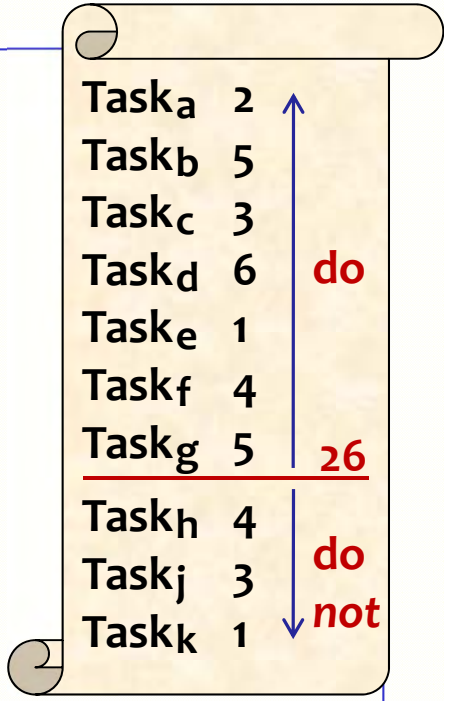


Quality on Time

- Evo development gradually delivers function and performance, while eating up resources
- Not just what to deliver, but also how we are going to deliver it and whether this is the right way to deliver it
- EvoPlanning prevents a lot of bad implementations before they are implemented, saving a lot of time

Exercise

- How much time do we have available
- 2/3 of available time is net plannable time
- What is most important to do
- Estimate effort needed to do these things
- Which most important things fit in the net available time (default 26 hr per week)
- What can, and are we going to do
- What are we *not* going to do



2/3 is default start value
this value works well in development projects

Now we are already much more efficient

- Organizing the work in very short cycles
- Making sure we are doing the right things
- Doing the right things right
- Continuously optimizing (what not to do)
- So, we already work more efficiently

but ...

- How do we make sure the whole project is done on time ?

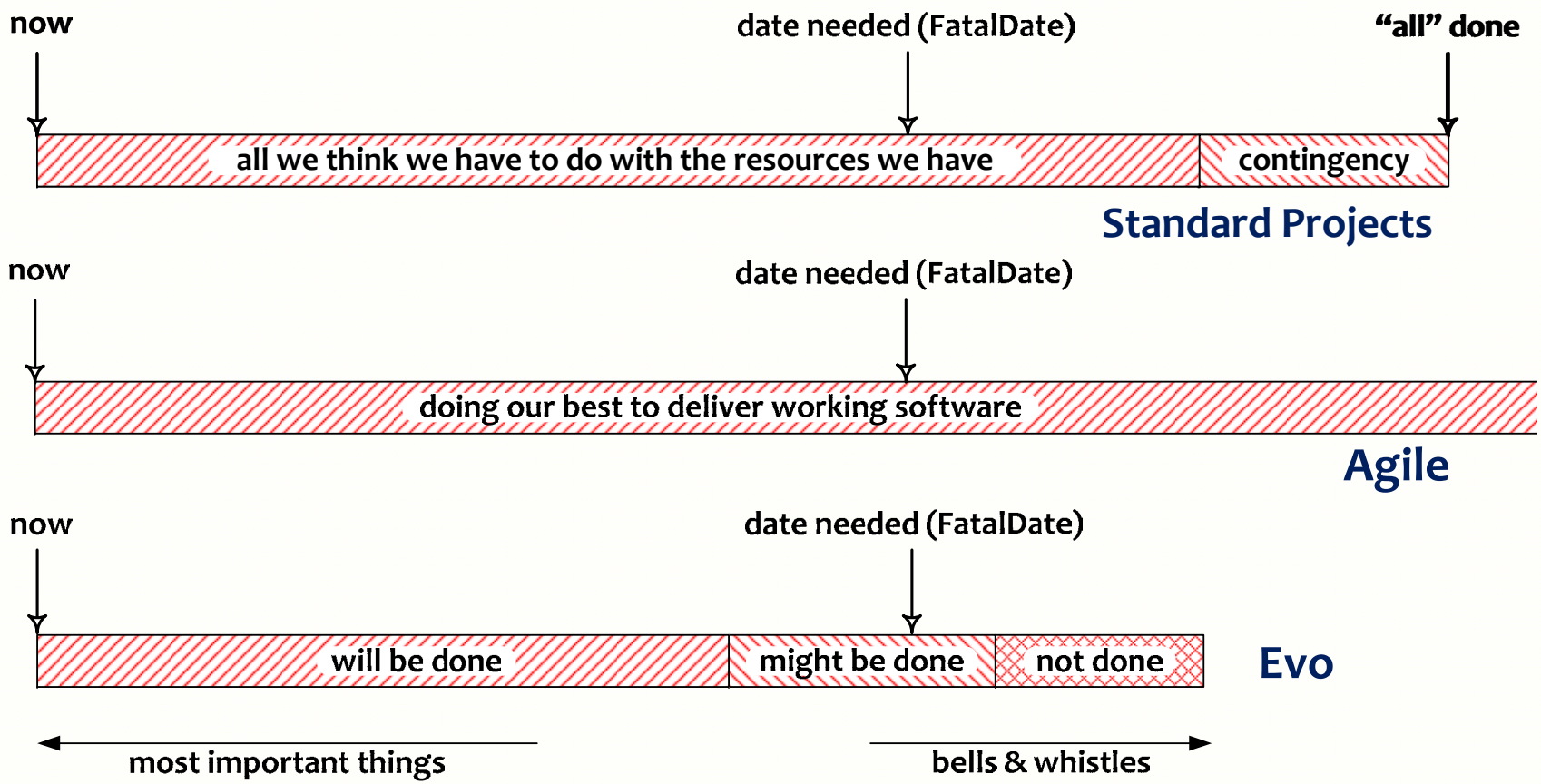
TimeLine

How to make sure we get

the Right Results at the Right Time

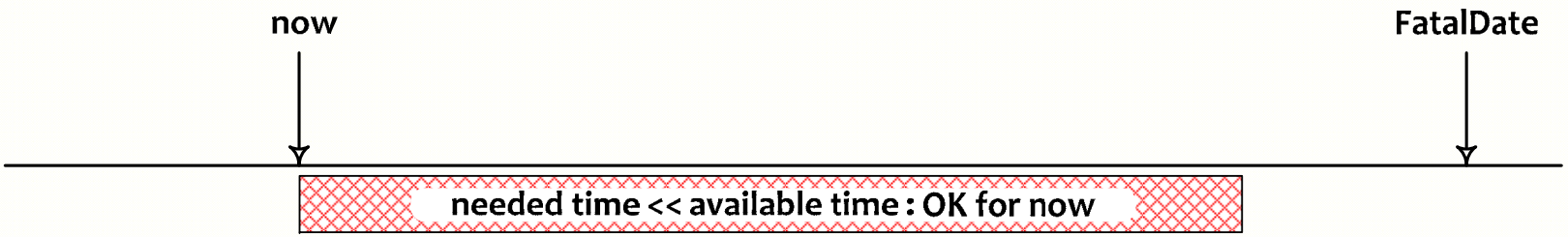
TimeLine

What the customer wants, he cannot afford

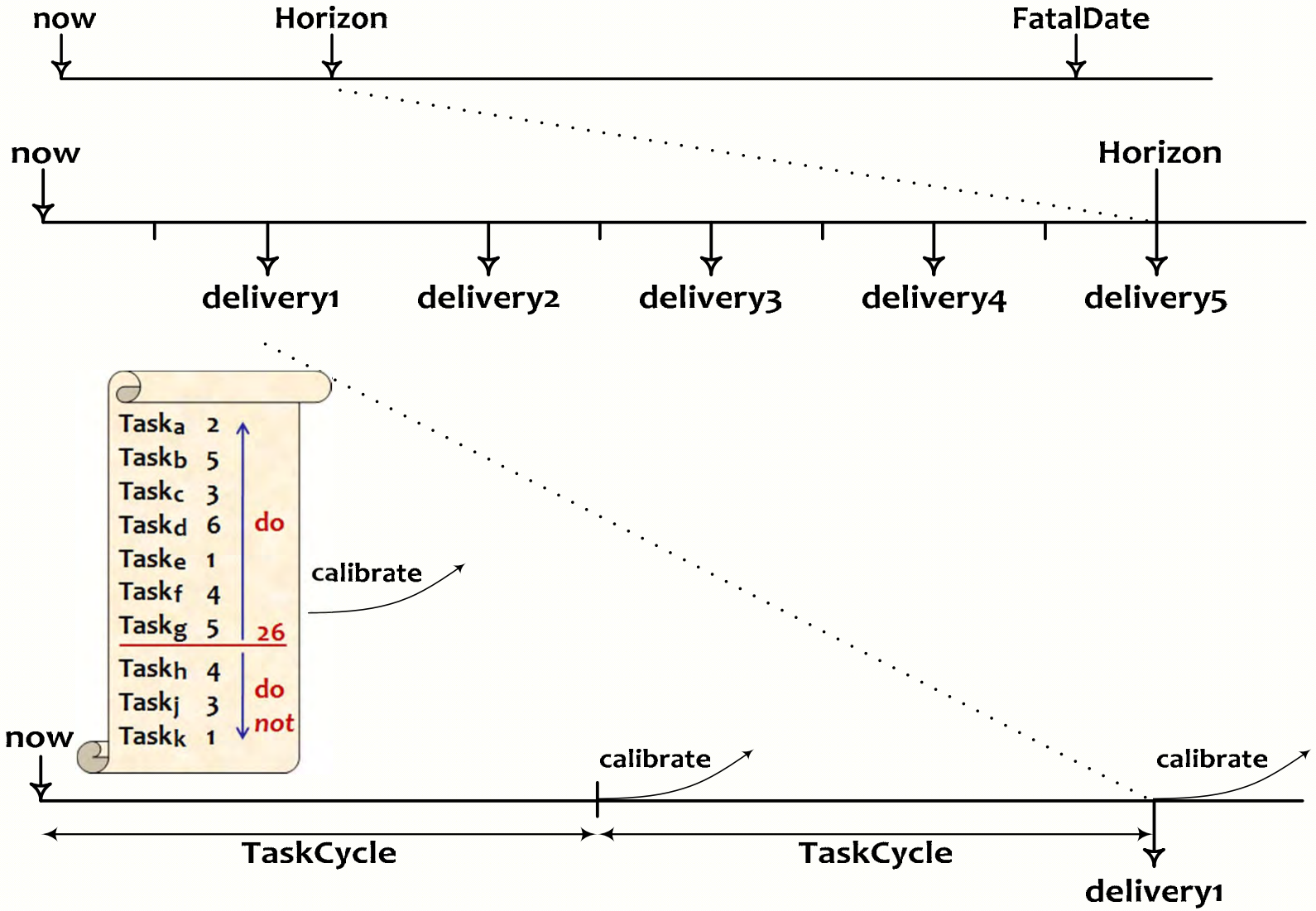


- **Better 80% 100% done, than 100% 80% done**
- **Let it be the most important 80%**

If it easily fits ...



Result to Tasks and back



Sorry

Picture removed for confidentiality

Sorry

Picture removed for confidentiality

Sorry

Picture removed for confidentiality

Calibration

Activity	Estimate	Real
Act1	Ae1	Ar1
Act2	Ae2	Ar2
Act3	Ae3	Ar3
Act4	Ae4	Ar4
Act5	Ae5	Ar5
Act6	Ae6	Ar6
Act7	Ae7	Ar7
Act8	Ae8	Ar8
Act9	Ae9	Ar9
Act10	Ae10	Ar10
Act11	Ae11	
Act12	Ae12	
Act13	Ae13	
Act14	Ae14	
Act15	Ae15	
Act16	Ae16	
Act17	Ae17	
Act18	Ae18	
Act19	Ae19	
Act20	Ae20	
Act21	Ae21	
.....	.....	
.....	.....	
Act…	Ae…	

ratio ΣAr/ ΣAe in the past

← now

predicted Value Still To Earn in the future

← then

← then2

Calibration Factor

$$\frac{\sum_{now-1}^{now-n} Ar}{\sum_{now-1}^{now-n} Ae}$$

Value Still To Earn

$$\textit{Calibration Factor} * \sum_{now}^{then} Ae$$

Predicting *what* will be done *when*

for the project → | ← to report

Line	Activity	Estim	Spent	Still to spend	Ratio real/es	Calibr factor	Calibr still to	Date done
1	Activity 1	2	2	0	1.0			
2	Activity 2	5	5	1	1.2	1.0	1	30 Mar 2009
3	Activity 3	1	3	0	3.0			
4	Activity 4	2	3	2	2.5	1.0	2	1 Apr 2009
5	Activity 5	5	4	1	1.0	1.0	1	2 Apr 2009
6	Activity 6	3				1.4	4.2	9 Apr 2009
7	Activity 7	1				1.4	1.4	10 Apr 2009
8	Activity 8	3				1.4	4.2	16 Apr 2009
↓	↓							
16	Activity 16	4				1.4	5.6	2 Jun 2009
17	Activity 17	5				1.4	7.0	11 Jun 2009
18	Activity 18	7				1.4	9.8	25 Jun 2009

TimeLine Exercise

- Can you make a TimeLine of several weeks for your project ?
- What's the next deadline for your project ?
- Does what you have to do fit the available time ?
- If yes, what would you do ?
- If no, what would you do ?

TimeLine

- The TimeLine technique doesn't solve our problems
- It helps to expose the real status early and continuously
- Instead of accepting the undesired outcome,
  we *do something about it*
- The earlier we know, the more we can do about it
- We start saving time from the very beginning
- We can save a lot of time in any project,
  while producing a better outcome

If, and only if, we are serious about time !

More

www.malotaux.nl/booklets

1 **Evolutionary Project Management Methods (2001)**
Issues to solve, and first experience with the Evo Planning approach

2 **How Quality is Assured by Evolutionary Methods (2004)**
After a lot more experience: rather mature Evo Planning process

3 **Optimizing the Contribution of Testing to Project Success (2005)**
How Testing fits in

3a **Optimizing Quality Assurance for Better Results (2005)**
Same as Booklet 3, but for non-software projects

4 **Controlling Project Risk by Design (2006)**
How the Evo approach solves Risk by Design (by process)

5 **TimeLine: How to Get and Keep Control over Longer Periods of Time (2007)**
Replaced by Booklet 7, except for the step-by-step TimeLine procedure

6 **Human Behavior in Projects (APCOSE 2008)**
Human Behavioral aspects of Projects

7 **How to Achieve the Most Important Requirement (2008)**
Planning of longer periods of time, what to do if you don't have enough time

8 **Help ! We have a QA Problem ! (2009)**
Use of TimeLine technique: How we solved a 6 month backlog in 9 weeks

RS **Measurable Value with Agile (Ryan Shriver - 2009)**
Use of Evo Requirements and Prioritizing principles

www.malotaux.nl/inspections

Inspection pages

How to deliver Quality On Time

The Right Result at the Right Time

www.malotaux.nl/conferences

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Some extra

(we won't have time for)

If we add something …

If we add something, something else will not be done

Rather than letting it happen randomly

We better decide what will happen

Active Synchronization

Somewhere around you, there is the bad world.

If you are waiting for a result outside your control, there are three possible cases:

1. **You are sure they'll deliver Quality On Time**
2. **You are not sure**
3. **You are sure they'll not deliver Quality On Time**

- **If you are not sure (case 2), better assume case 3**
- **From other Evo projects you should expect case 1**
- **Evo suppliers behave like case 1**

In cases 2 and 3: Actively Synchronize: Go there !

1. **Showing up increases your priority**
2. **You can resolve issues which otherwise would delay delivery**
3. **If they are really late, you'll know much earlier**

Interrupts

- **Boss comes in: “Can you paint the fence?”**
- **What do you do?**

- **In case of interrupt, use the interrupt procedure**

Interrupt Procedure "We shall work only on planned Tasks"

In case a new task suddenly appears in the middle of a Task Cycle (we call this an Interrupt) we follow this procedure:

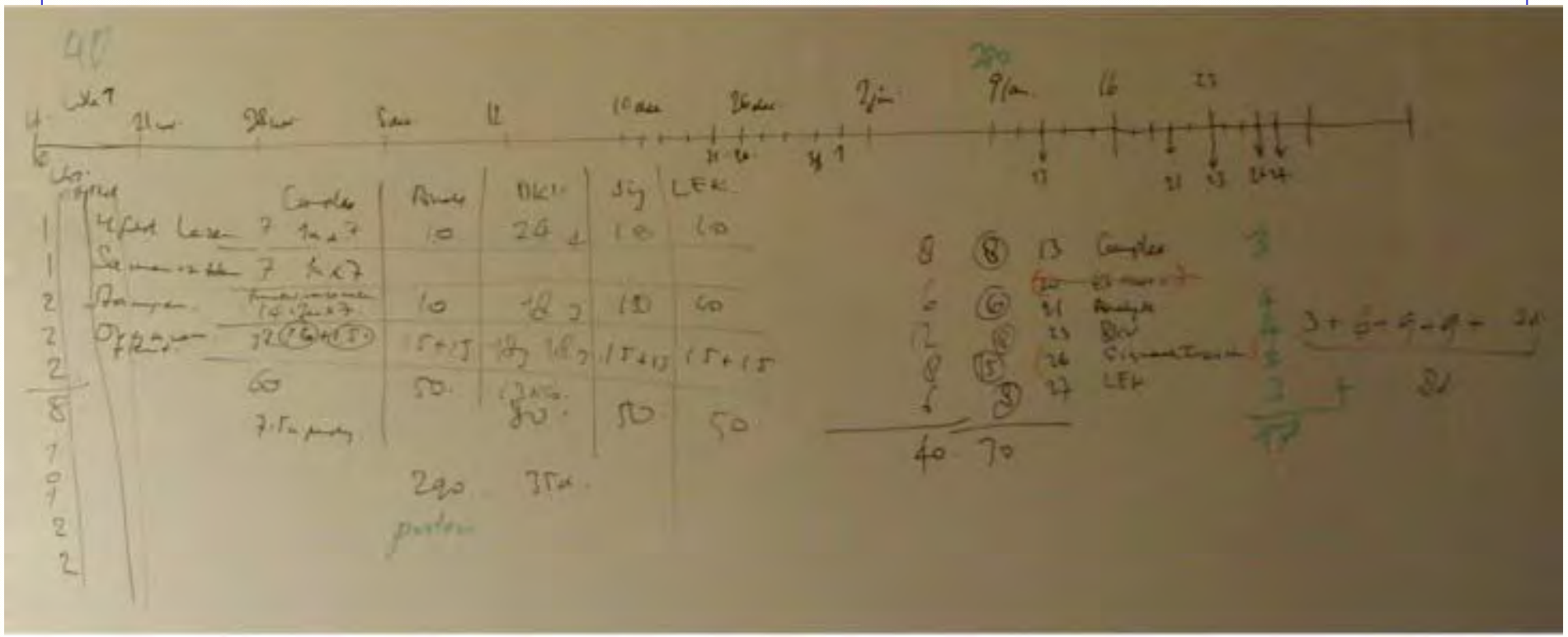
1. **Define the expected Results of the new Task properly**
2. **Estimate the time needed to perform the new Task, to the level of detail really needed**
3. **Go to your task planning tool (many projects use the ETA tool)**
4. **Decide which of the planned Tasks is/are going to be sacrificed (up to the number of hours needed for the new Task)**
5. **Weigh the priorities of the new Task against the Task(s) to be sacrificed**
6. **Decide which is more important**
7. **If the new Task is more important: replan accordingly**
8. **I the new Task is not more important, then do not replan and *do not work* on the new Task. Of course the new Task may be added to the Candidate Task List**
9. **Now we are still working on planned Tasks.**

TimeLine exercise example

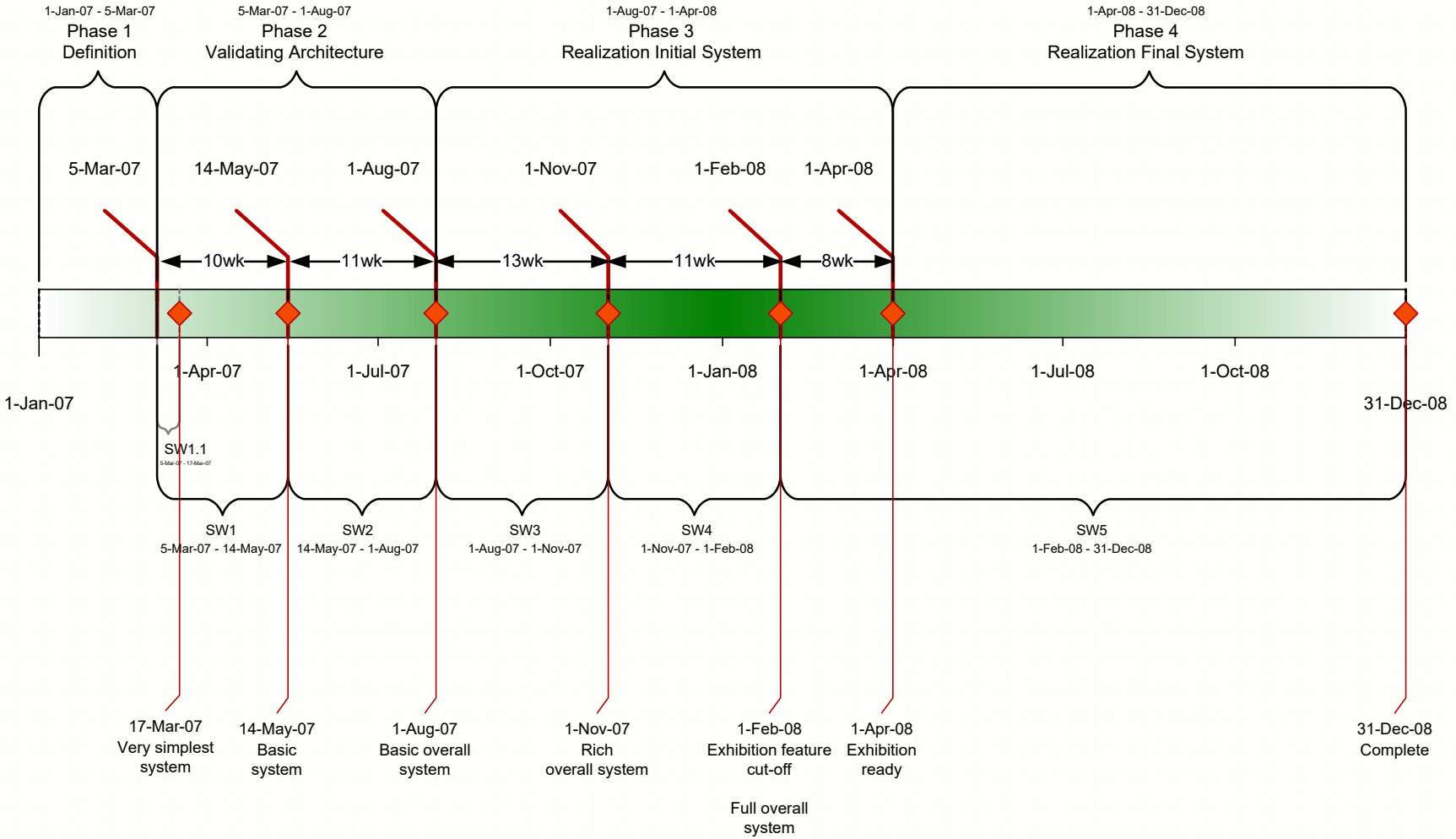
- **Preparing for student exams**

*

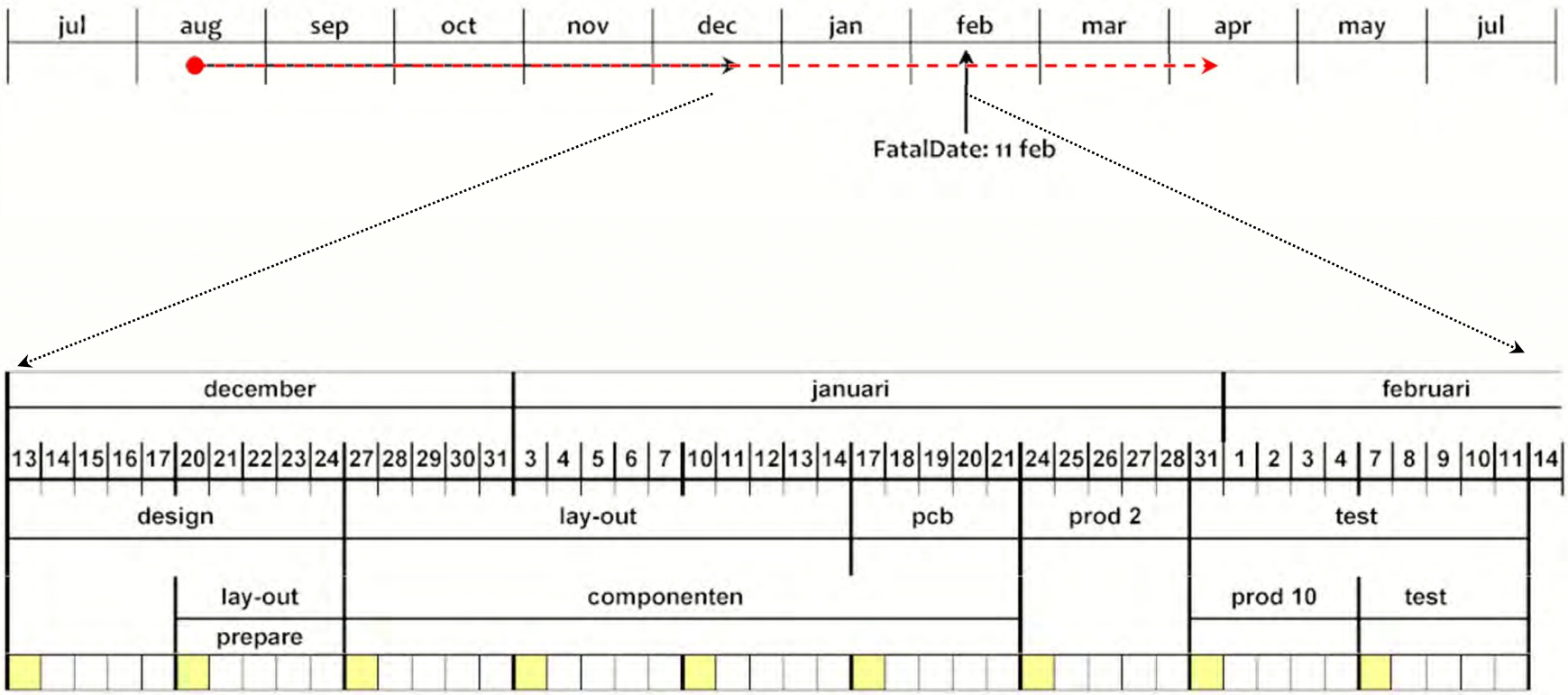
What we did



TimeLine example



TimeLine planning

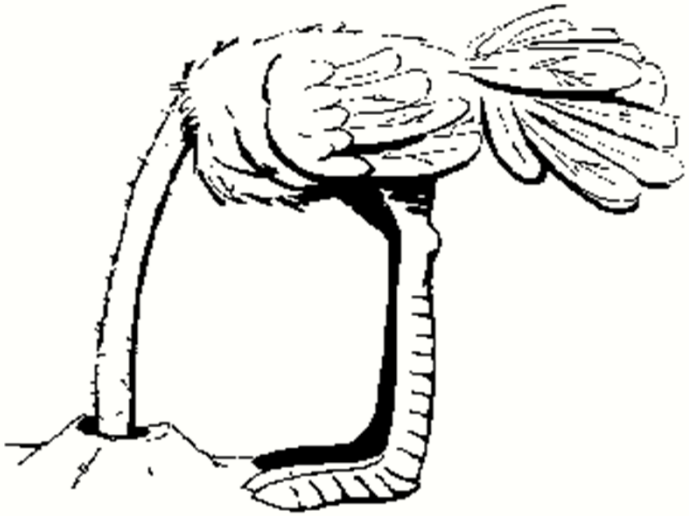


Help !
We have a QA problem !

- **Large stockpile of modules to test**
  (hardware, firmware, software)
- **You shall do Full Regression Tests**
- **Full Regression Tests take about 15 days each**
- **Too few testers** **("Should we hire more testers ?")**
- **Senior Tester paralyzed**
- **Can we do something about this?**

www.malotaux.nl/booklets - booklet#8

Do you think you can help us ?



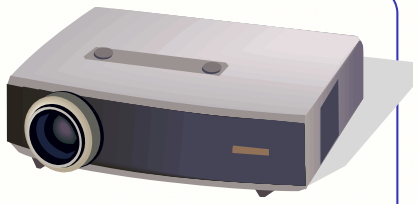
In stead of complaining about a problem …

(Stuck in the Check-phase)

Let's do something about it !

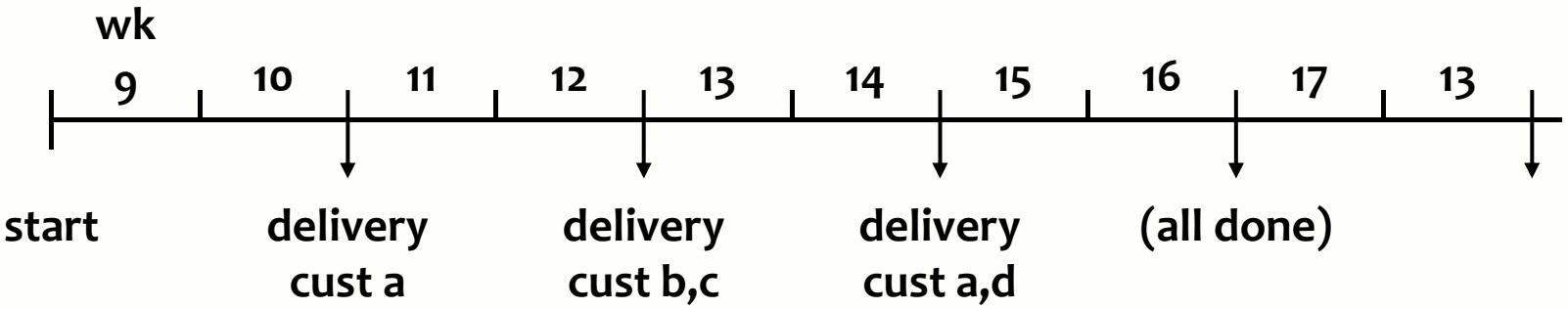
(Moving to the Act-phase)

Objectifying and quantifying the problem is a first step to the solution



Line	Activity	Estim	Alter native	Junior tester	Devel opers	Customer	Will be done (now=22Feb)
1	Package 1	17	2	17	4	HT	
2	Package 2	8	5		10	Chrt	
3	Package 3	14	7	5	4	BMC	
4	Package 4 (wait for feedback)	11				McC?	
5	Package 5	9	3		5	Ast	
6	Package 6	17	3	10	10	?	
7	Package 7	4	1		3	Cli	
8	Package 8.1	1	1			Sev	
9	Package 8.2	1	1			?	
10	Package 8.3	1	1			Chrt	24 Feb
11	Package 8.4	1	1			Chrt	
12	Package 8.5	1.1	1.1			Yet	28 Feb
13	Package 8.6	3	3			Yet	24 Mar
14	Package 8.7	0.1	0.1			Cli	After 8.5 OK
15	Package 8.8	18	18			Ast	
	totals	106	47	32	36		

TimeLine



Selecting the priority order of customers to be served

- **"We'll have a solution at that date … Will you be ready for it ?"**
  An other customer could be more eagerly waiting
- **Most promising customers**

Result

- Tester empowered
- Done in 9 weeks
- So called “Full Regression Testing” was redesigned
- Customers systematically happy and amazed
- Kept up with development ever since
- Increased revenue

Recently:

- Tester promoted to product manager
- Still coaching successors how to plan