

Examples how to move towards Zero Defects

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How many defects should the users of our software find? How many issues do you accept the users to experience? If you agree that it should be “Zero!”, then we can discuss how to achieve that. If you think it’s impossible, better attend and learn, to avoid being put out of business by those who are delivering Zero Defects.

Some people think that we can produce better quality by better testing. Wrong! The most economical way to produce quality is by preventing any problems to creep in in the first place, making sure the users don’t experience any hassle. We’ll discuss a few cases where we used techniques that helped people move towards Zero Defects, like: design, review, the DesignLog, short-circuiting, and using “No Questions, No Issues” as a final test requirement.

Zero Defects is often dismissed as an impossible dream. My experience tells otherwise. It doesn’t mean “turning a switch and then we don’t produce bugs anymore”. What it does mean you will find out in this talk.

Niels Malotaux is an independent international development team coach, and expert in optimizing organisational, management, project, and team performance. He has some 45-year experience in designing electronic and software systems, first at Philips Electronics, then 18 years leading an electronic systems design company, and since 1998 coaching projects to deliver Quality on Time: delivering the Right Results at the Right Time, securing customer success. From time to time he still develops electronic products for clients, which allows him to understand the pitfalls of developers first hand.

Since 2000, he taught and coached well over 400 projects and teams in 40+ organizations in the Netherlands, Belgium, China, Germany, Ireland, India, Israel, Japan, Poland, Romania, Serbia, South Africa, the UK, and the US, which led to a wealth of experience in which approaches work better and which work less well in real practice.