

SQA Sojourn – *Lessons Learned from Six Appraisals*



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Agenda

- **10 Lessons Learned (LL)**
- **Summary**
- **Other Lessons**
- **Wrap up**
- **Contact Info**

LL #1

- **Senior Management Support is critical**
 - Top down is faster than bottom-up



LL #2

- **Run Process Improvements as a regular project - Walk the Talk**

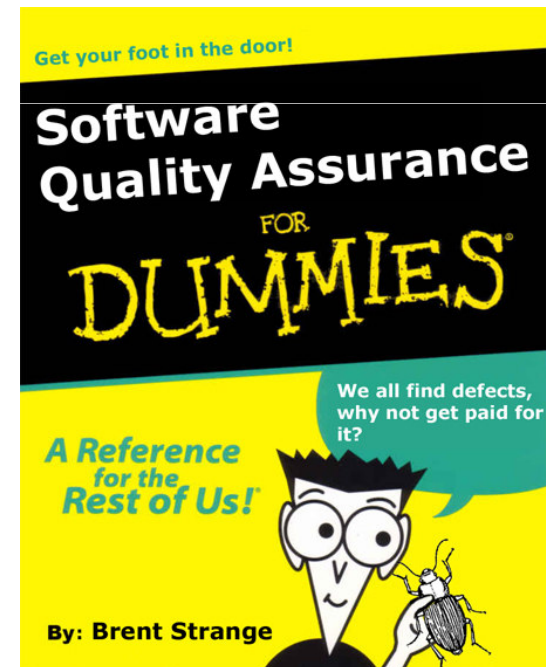
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“If at first you don’t succeed, shift the blame, change the rules, redirect the focus of your critics, spin the media, redefine success, and there won’t be any need to try, try again!”

LL #3

- **SQA staff must be dedicated resources**
 - Add values
 - Be visible
 - Be part of the team



LL #4

- **Do it right the 1st time**
 - Remember LL #1 and LL #2?



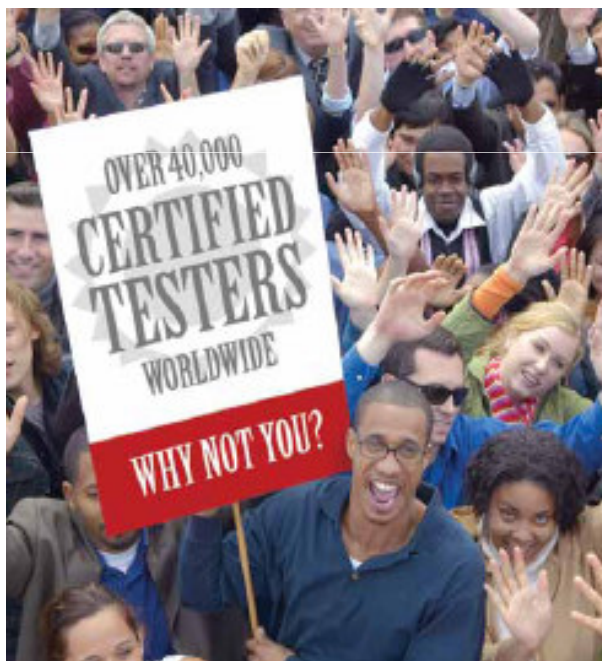
LL #5

- **Don't Do It on the Cheap**
 - Unless it's a small IT shop where certification is a MUST for survival



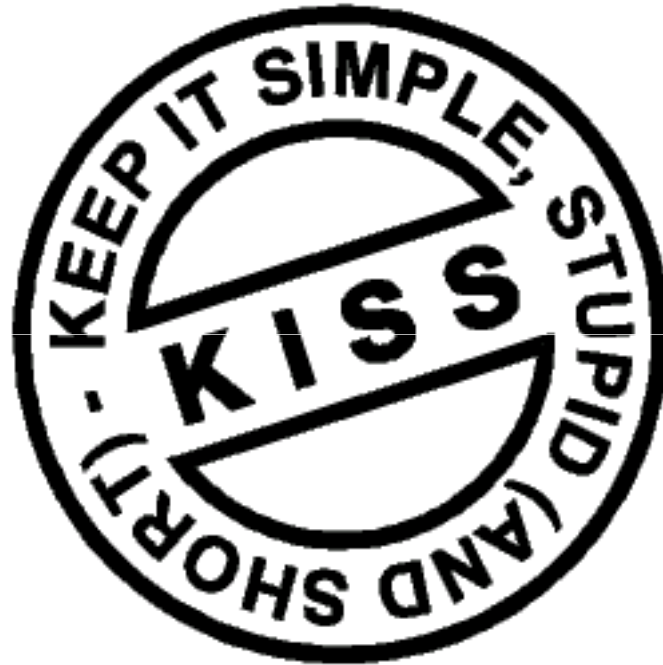
LL #6

- **For the last time – We are not testers**
 - But we could observe testing



LL #7

- **KISS**



LL #8

- **Management by walking around**
 - “The One Minute Manger”



LL #9

- **Ongoing Training**
 - **Soft skills are key**



LL #10

- **Be an expert**
 - Learn and improve



Summary

- 1. Senior Management Support is critical**
- 2. Walk the Talk**
- 3. SQA staff must be dedicated resources**
- 4. Do it right the 1st time**
- 5. Don't Do It on the Cheap**
- 6. We are not testers**
- 7. KISS**
- 8. Management by walking around**
- 9. Soft skills**
- 10. Be an expert**

Other Lessons

- **CMMI vs. LSS vs. Proj. Mgt. and Peer Review**
- **Objectivity**
- **Escalation**
- **Roll out SQA early**
- **Tracking/Measuring early**
- **Flexible but not lenient**
- **Gaming**



Wrap Up

- **Q&A**

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