



Lean QA

A technical seminar for Test professionals – who want to learn other QA approaches.

A two Day seminar from Tom Gilb.

14th - 15th January 2010

TSG – London

Seminar Objectives

Traditional testing, as a means towards quality assurance, is far too costly and far too ineffective. There are much smarter ways to approach software quality. One problem is who will lead the change process? This seminar will outline a far more advanced QA function, and challenge CIO and CTO levels of management to implement it.

Who Should Attend?

This course has broad appeal and is relevant to many functions within an IT Organization, including:

- IT Management;
- Programme Managers;
- Software Test Managers
- Project Managers;
- Process Improvement Specialists;
- Anyone needing to plan improvements in their organisation.

Pre-requisites, Foundation & Follow-up

Ideally, you should be in a role which involves Quality Assurance or Software Testing

What You Will Learn

Many things of value to help improve Test and IT Organizations, including:

- **All Real Stakeholders:** Many (30-40) multiple stakeholders to consider in QA: not just 'user' and 'customer'. This is a 'Product

owner' responsibility: but how well is it done in practice? We believe done badly, and have constructive advice for doing it better.

- **All Quality Requirements Quantified:** Quantified multidimensional quality requirements to define the project-relevant 'Q' in QA. Quality is far more than bug freeness!
- **Managing Designs that give Qualities:** Estimated Impact of Designs and Architectures on Requirement Levels as the basis for Assuring that we have later reached planned Quality levels. How to manage multiple qualities quantitatively.
- **Lite Measurement of Requirements and Specs:** All Agile Quality Control (QC) of Specifications (Spec QC). Includes Requirements, Designs, Codes, Tests) to give strong motivation to follow best standards practices better by factor of 100..
- **Quality Gateways the Work:** Process Entry and Exit numeric standards (100x improvement) for compliance to specification standards.
- **Practical Defect Prevention Process:** Real Process Improvement early, frequently, measurably, in all projects.
- **Rapid Evolutionary iteration:** do real QA weekly, and incrementally. Incremental value delivery, data collection, feedback, analysis and change: for early value delivery, for cost control, for intelligent prioritization, for team and process validation of effectiveness,

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- **Quantify Maintainability Requirements:** Long Term Thinking about Maintenance and Change capabilities: avoid short sightedness.
- **Case Study of Real QA – Confront, Norway:** Quantified Qualities Driven up front. Including their testing practices. Using Gilb’s Evo method.
- **Case Study: IBM Cleanroom, Harlan Mills:** Evolutionary 2% cycles, inspections, discipline to not inject defects, design to cost, and sampling testing.

The Benefits You Will Gain

- Get a start on planning quality improvements in your organisation.
- Get methods for impressive and effective QA planning.
- Get an insight into your current QA plans.

Syllabus – Key points

1. NO SURPRISES ASSURANCE: To allow management to understand release consequences fully, in relation to expectations, with the lowest costs, the lowest risks, and the lowest degree of surprises.

2. MEET EXPECTATIONS: To make sure that the project investors and sponsors get, at least, what they expect.

3. BUSINESS PERFORMANCE: To deliver the ‘business’ (or organisational) results envisaged and promised to project and programme supporters

4. TECHNICAL PERFORMANCE: To measure the technical performance attributes (including all Quality dimensions) of the system

5. CONSTRAINT COMPLIANCE: To ascertain that the system has not violated any specified constraints.

6. LONG TERM ASSURANCE: To give some assurance of the degree to which the long-term characteristics of the system are as planned or needed. Things like adaptability, maintainability.

7. LEGAL COMPLIANCE: make sure the system is always compliant with legal and other compliance policy items.

Seminar Format

This is a two-day tutor-led, interactive session using a mixture of slide presentations, lectures and practical exercises.

Value Add Take Away Material For You

You’ll also receive valuable documentation for you to take away that backs-up the messages from the seminar and provides practical examples for you on:

- Paper slide copies;
- Diverse digital papers;

The Full Series of Gilb @ TSG Seminars

- **Management Communication:** To seriously enhance practical skills of communicating between technologists and management about complex projects, especially but not exclusively IT projects. 4th – 8th January – Full
- **Lean Quality Assurance:** This is a technical seminar for Test professionals – who want to learn other QA approaches. 4th – 5th February 2010 - £249
- **Planning an improved Test and IT Organisation:** This seminar will show you how to clarify your several improvement objectives quantitatively, and how to estimate the impact of each of your change strategies on your top-level objectives. 15th – 16th February 2010 - £249

This seminar is being run free of charge for un-employed persons – and subject to approval. As above, a separate fee based event is planned for 4th & 5th February 2010

TSG

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