

# SEVEN PERILS OF IGNORING QUALITY ASSURANCE

- ## 1 LACK OF READINESS
- Thinking that you can delay adding QA resources
  - Not bringing in QA early enough into the process
  - Getting Statements of Work approved by legal for third parties

- ## 2 UNDERESTIMATING THE EFFORT
- Test planning and approvals
  - Test case writing
  - Test execution
  - Defect remediation

- ## 3 LACK OF SKILLED QA RESOURCES
- Using business resources who don't know how to test
  - Using business resources who think they know how to test, but really don't
  - Testing the wrong things
  - Testing the wrong way
  - Introducing tools without really evaluating them (gathering quality/testing requirements)

- ## 4 OVERENGINEERING THE EFFORT
- Overtesting
  - Unnecessary testing
  - Higher costs to testing
  - Is value delivered?

- ## 5 OVERBUYING TECHNOLOGY
- Small bank vs. large bank efforts have different needs
  - What works for one may not work for you
  - Using expensive tools for small processes or efforts
  - Thinking automation will solve everything and overspending on it

- ## 6 DO-IT-YOURSELF SYNDROME
- Excluding subject matter experts
  - Making decisions on their behalf without gaining agreement

- ## 7 INEXPERIENCED LEADERSHIP
- Thinking that all testing resources have the same skills
  - Not knowing what you need in a QA manager
  - Hiring a QA manager with process expertise vs. testing or vice versa

## ADDRESS THE PERILS BY ESTABLISHING A QA PRACTICE

### ASSEMBLING YOUR TEAM

- Assemble a trusted team: project management, technical lead, business lead, etc.
- Hire a QA lead or manager either from within or outside
- Consider the background of the QA team that you need
- Consider existing staff (analysts and technical) but don't rely on them to be QA-trained resources
- Understand the roles and responsibilities needed



**CONSIDER THE SIZE OF EFFORT**



**CONSIDER TOOLS NEEDED**



**CONSIDER TRAINING NEEDS**

### CONSIDER NEEDED PROCESS AND METHODOLOGY

- Introduce process gradually and consider the audience
- Address resistance vs. acceptance
- Overcome corporate culture hurdles



### CONSIDER NEEDED COMMUNICATIONS

- Get buy-in from the highest level
- Communicate from the top down
- Incorporate all team members in the process

