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)
   - Overtesting
   - Unnecessary testing
   - Higher costs to testing
   - Is value delivered?

4. OVERENGINEERING THE EFFORT
   - 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

5. OVERBUYING TECHNOLOGY
   - Excluding subject matter experts
   - Making decisions on their behalf without gaining agreement

6. DO-IT-YOURSELF SYNDROME
   - 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

7. INEXPERIENCED LEADERSHIP
   - 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

ADDRESS THE PERILS BY ESTABLISHING A QA PRACTICE

ASSEMBLING YOUR TEAM

- 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

- Consider the size of effort
  - Address resistance vs. acceptance
  - Overcome corporate culture hurdles

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

- Consider training needs
  - Address resistance vs. acceptance
  - Overcome corporate culture hurdles