Hands-On Learning:

Agile QA Exercise: Writing a Definition of Done (DoD)

Case Study

Overview

Streamline Retail is a mid-sized company that provides Point-of-Sale (POS) and inventory management solutions for small to medium retail stores. Their product suite includes a desktop management platform and a companion mobile app used by store managers to track inventory, process sales, and receive real-time analytics.

Over the past five years, Streamline Retail has grown rapidly, but its product quality has not kept pace. The development team recently adopted Scrum to improve delivery cadence and quality. QA processes are still evolving.

Project Scope: Streamline Mobile App 2.0

The goal of this project is to **redesign and rebuild the mobile app (iOS and Android)** used by retail store managers. The new version must:

Provide **real-time inventory tracking**

Allow **barcode scanning** for product lookup

Display **sales dashboards**

Support **offline mode**

Integrate securely with the main backend

The project is expected to be delivered in 5 increments over 4 months, with an MVP ready by the end of sprint 3.

Your role

As a newly appointed QA engineer, you need to come up with a Definition of Done that will be used to baseline quality for all developed increments. You want to learn from the past and ensure previous quality issues are not repeated in the new product, so you analyse what was wrong last time.

Your analysis revealed the following problems in the previous version of the mobile app:

1. **Unclear documentation** led to inconsistent understanding of "done" and gaps in operational knowledge of the solution delaying adoption by clients.

2. **Frequent regressions** occurred due to missing automated test coverage.

3. Features were marked "done" without:

- Proper integration testing
- UX review
- Performance testing on real devices

4. Code was deployed without **security reviews**, which led to a major vulnerability.

Hands-on Exercise

The task

Your task is to write a clear, practical, and actionable Definition of Done (DoD) for this project.

You are acting as the QA engineer helping the Scrum Team ensure that work is not only "done" but **done well**.

Instructions

1. Draft a Definition of Done that applies **at the increment level**.

2. Your DoD should ensure that past issues are addressed and tested for and that the entire Scrum Team (not just QA) understands and follows it.

3. Include at least 6–10 criteria in your Definition of Done.

4. Optionally, split your DoD into categories (e.g., Development, Testing, Documentation, Review).

PAUSE HERE AND DON'T SCROLL UNTIL YOU'VE ATTEMPTED THE EXERCISE.

On the next page, there is the example solution. If you want to attempt this on your own, pause here and don't scroll next until you are ready.

There are many different ways to accomplish this task, it is ok if your solution is different. Compare your solution with the one provided, if there are discrepancies think if you can explain them.

Example Solution

Definition of Done

Scope: each increment of Streamline Mobile App2.0

Development:

Code is peer-reviewed and merged into main branch with no critical comments unresolved

Unit tests cover all critical logic with ≥80% code coverage

Testing

- Feature has been tested on at least 2 real devices and 2 emulators

- Regression test suite is updated

- Security review has passed with no critical issues

- Performance testing shows at least 30% extra capacity to accommodate for peak hours

- Integration testing is complete with no severity 1 or 2 defects

- No severity 1 or 2 functional defects are unresolved

Acceptance

- Acceptance criteria are met and verified by the Product Owner

- UX review is completed, and feedback is addressed

- The features have been demo'd to Customer Success Managers and Customer Support Officers

Documentation and training

- Product documentation (user-facing and technical) is updated

- Internal training modules for employees are updated

- Customer facing training modules are updated

- Customer Success and Customer Support staff completed training

Instructions for Documenting and Sharing The Project for Peer Review

1. Document the Project

Use word processing software to create your report.

Ensure all sections of the project document structure are completed.

Proofread and edit your report for clarity and accuracy.

2. Share the Project

Save your report in PDF format.

Upload your documents to the "Peer Review" area in the course shell.

Provide a brief description of your project in the submission post.

Instructions for Documenting and Sharing The Project for Peer Review

3. Peer Review

Review the projects submitted by your peers.

Provide constructive feedback and comments on their work.