Discussion 5 Quality Assurance (QA)

Discussion Topic:

The QA team lets the development team know that there are serious concerns with code quality as only 10% of the program submitted has been able to pass foundational QA checks.

As the project manager, how would you communicate these concerns, and develop a process like DevOps to bring QA into the process at an earlier stage of the system design and build?

Use the book text, research, and references to help develop a turnaround QA plan for this week. What would it look like, how would you communicate it? How would you enforce it?

My Post:

Hello Class,

To address this serious concern, that is, only 10% of the program code submitted has been able to pass foundational Quality Assurance (QA) checks, I will communicate these concerns to the development team and work on finding a solution.

To communicate these concerns, as Program Manager, I will not rely solely on status reports (Push communication) as it is insufficient for a complex problem like this one, where 90% of the code is not passing the QA check. Instead, I will schedule an immediate face-to-face (or video) explaining the issue and why the issue is very concerning (Ucertify, n.d.a) . I will explain that finding such a large number of bugs at this stage (Testing) is significantly more expensive than preventing them at the Design or Coding stages and present.

Then, to find the source of the problem, I will facilitate a Root Cause Analysis using the Interactive Communication method (a type of communication in which anyone can talk at any time) Ucertify, n.d.a). The goal is for developers and QA to speak directly.
This approach brings QA into the design and build phases. To integrate this new approach, I will use the Plan-Do-Check-Act (PDCA) cycle and the Tailoring concept to reorganize the development team workflow (Ucertify, n.d.b; CSU Global, n.d.). I will also formulate a Continuous Integration Act that will be implemented in the DevOps framework, which will automatically apply “foundational QA checks” time code is saved.

I will enforce the adherence to this approach not by policing people, but by policing the development process (Quality Assurance). In other words, rather than policing individuals, I will implement Quality Audits to verify that the process is being followed.

This approach (PDCA cycle, QA DevOps integration, and QA) success is mostly based on my capacity as a PM to communicate with my team. In other words, shifting from passive Push communication (reports) to active Interactive communication (collaboration) allows a “feedback loop” to be implemented immediately rather than later, effectively addressing the code QA issues.

-Alex

Reference:

CSU Global (n.d.). *Module 5: Integration Phase*, Canvas. https://portal.csuglobal.edu

Ucertify (n.d.a). Lesson 10: Project Communications. Project Manager Professional (PMP) Based on PMBOK7. Ucertify. ISBN: 978-1-64459-415-5

Ucertify (n.d.b). Lesson 11: Project Quality. Project Manager Professional (PMP) Based on PMBOK7. Ucertify. ISBN: 978-1-64459-415-5