

# A Case Study on the Impact of Scrum on Overtime and Customer Satisfaction

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## Summary

A long-term industrial study evaluated employee overtime after adding Scrum processes to existing workflow. Results showed increased customer satisfaction and reduced overtime, supporting the hypothesis.

## Strengths

- Detailed participant info for study reproduction.
- Quotations supporting positions from customers and developers.
- Statistics provided

## Weaknesses

- Threats to validity not discussed.
- Time periods compared before/after Agile have differences beyond agile - different employees and work conditions.
- Differing pressure to release products could affect overtime outcomes.