Quality in Scrum

Focus Group

Summary of the findings

Scrum teams achieve quality by adopting several software engineering practices and quality assurance processes. We found various practices used to achieve quality. For example, code review, unit testing, static analyzer, continuous integration, etc.

The Scrum method helps teams to achieve quality by promoting social qualities in the development environment. These are collaboration, psychological safety, accountability and transparency. In addition, some process features of Scrum like iterative development and inspection and adaptation also promote quality.

Statement #1

Scrum enhances team collaboration. It also improves the participation, access and collaboration with the business users/PO.

➤ How does collaboration in Scrum help quality?

  ➤ In 3 ways:
    ➤ Collaboration helps better knowledge sharing within the team and the business users/PO
      ➤ Collaboration with the business users allows receiving feedback which helps the team to adjust misalignments to business needs
      ➤ It also helps to understand the requirements better because of the interaction with end users/PO. This reduces assumptions about the requirements and subsequently less defects
      ➤ Collaboration within the team helps peer to peer learning and support which contribute to better decisions, for example, on coding and design

Statement #2

Psychological safety in Scrum teams motivates people to care more about quality. Subsequently, they speak out to point out errors and defects. When, people feel "safe", they also invest the required effort to achieve quality.

Statement #3

Scrum promotes accountability in the individual and team levels. When team members feel accountable, they thrive to meet expectations for quality because they do not want to "let the team down" or substandard quality would reflect on them.

Statement #4

Scrum enhances the transparency of the process. When information, decisions and deliverables are transparent, then team members voluntarily inspect/review each other' work to provide feedback which helps quality.

Statement #5

The iterative development of Scrum enables better modularity of tasks. This allows developers to focus on the quality, because they develop small units of code. It also allows them better control over the code.

Statement #6

Scrum's inspection and adaptation allows continuous feedback and frequent testing. This helps quality because adjustments are made to align with the business needs as results of the continuous feedback and adaptation.