**Quality Course of action**

Quality isn’t achieved by a single team, action list, or a X month timeline. Quality is an organizational choice and takes input, buy-in, and scrutiny across all aspects of the organization to make sure all understand what is being done and why it is needed to achieve org goals. It starts at the design phase of any deliverable and doesn’t end until you have a 100% feedback loop from engineering, support, customer success and of course clients.

Below is a high-level outline of the actions needed to understand current state and define a plan to incrementally improve quality and bake the actions into future deliveries.

1. Research/Evaluate all current quality techniques applied
   1. Methodologies used
      1. Design Review
      2. Code review
      3. Code coverage
      4. Peer programming
      5. Test types
   2. Break down by the following:
      1. Team or owner applying
         1. Identify differences of approach across each team
         2. Frequency of execution
         3. Success Criteria
      2. State of the execution with regards to the delivery pipeline
      3. Environment under test
         1. Alternative users of environment
   3. What is working well?
   4. What can use improvement?
2. Mine defect data from tracking system
   1. Internally vs externally found
      1. Define customer impact
         1. By priority
         2. By severity
      2. Found by
         1. Unit testing
         2. Functional testing
         3. Integration
         4. Load/stress/perf
         5. Automation
3. Evaluate automation coverage compared to defect data of greatest impact
4. Set goals(KPSi’s) for quality expectations
   1. Unification of delivery expectations
   2. Set how results will be measured
   3. Set how results will be shared
      1. What is the process for follow up actions/closure
5. Identify an implementation plan
   1. Set cost estimates and ownership
   2. Set delivery expectations
      1. Ensure incremental progress
6. Communicate…… Communicate…… Communicate
   1. Collaborate with stakeholders for feedback
7. Document and share across entire organization
   1. Meet independently with each team involved
      1. State actions needed, value add and tasks
      2. Create and prioritize actions needed with PM and Eng for alignment
   2. Ensure each business unit understands the cost and the value they will see through the execution of actions
      1. PM
      2. Development
      3. Release Management
      4. Support
      5. Success
8. Create reports, dashboards, means of digestion
9. Rinse and Repeat!!!!!

I look forward to having the opportunity to paint a more detailed picture and generate a tailored playbook on how I can bring sustained quality practices to the entire SDLC through metrics, automated integration into your delivery pipelines and clear ownership expectations to quickly close gaps as they are found.

Thanks,

Adam Geheb