**Part 5: Problem-Solving Questions**

Scenario 1: During a release cycle, you find that the number of bugs reported in the new features is significantly higher than in the previous releases. The development team claims that the features were developed according to specifications.

Answer: the easiest way is to find the proof, either capture the deflect or record the testing process. Then we need to compare the result with the expected result and also the business requirements. Sometimes, the deflect can happen because there are unclear explanations in the business requirements. Therefore, it will be good to held the meeting with the development team and business team to find the common ground and solve the issue as fast as possible.

Scenario 2: You are part of a QA team that is transitioning from manual to automated testing. However, some team members are resistant to this change, citing a lack of experience in programming.

Answer: In my experience, changing something that has already been done for a long time is the hardest things to do. Therefore, it required many motivation and training in the teams to get the issues. I guess the first step is to communicate efficiently about what is the purpose of change and the timeline when the change will be fully applying. If possible, it is also good to create an extra training so everyone in the team can be familiar with the change.