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Two Lessons in Chapter 1: The Role of the Tester

The first lesson is "Run with the programmers." It is important for the testers to work with programmers. Programmers or designers develop the products, and testers do the testing and find the bugs in the products. These individuals contribute their efforts to create well-designed products with high quality. A great product needs both the programmers and testers to be successful. In my previous experience, I was the software program manager of a software development team for a tablet or IOT product, and one quality assurance team worked closely with my team. Every time my team generated a new daily release, the QA would conduct a brief test including checking all the basic functionalities within three hours. If the new release was a milestone, one like the alpha or beta version, the QA team would perform a full-set test with more than eight hundred test cases and that needed three days to accomplish. I realize that this working model, "Run with the programmers", is very important for producing a high-quality artifact. Without the QA team, my team would have needed to devote extra efforts to do the testing. This would have made my team exhausted as they would have had to take all the responsibility for ensuring the quality of the product. I also want to mention that every time our projects achieved mass production on time, our customers would appreciate both our software development team and QA team. This behavior showed that our customers are also aware of the importance of not only the development team but also QA team.

The second lesson is "You don't assure quality by testing". I think that this title should precisely say "You don't assure quality only by testing". A testers' job is to provide the testing information to developers with the information consisting of positive and negative results. As developers receive this information, they can adjust their focus to the issues or bugs. Testers are important to developers and help keep them on the right track to satisfy the customers' requirements. I will also use my previous experience mentioned above to demonstrate this idea. The QA team participated in the project at the same time with the development team during the kick-off phase. Testers needed to clearly know the requirements of customers. After the QA team received the requirement, they would generate a test plan and get the approval of the customers. Before our development team delivered a release to our customers, we needed to perform the internal test by our QA team. When they found the crucial bugs, they would inform us immediately and illustrate how to reproduce the issues in certain steps. The significant information was very helpful to our development team. However, if our development team did nothing about this information, the quality of this product would not be improved. Thus, the entire teams must take the responsibility of assuring quality of the products not only testers, and testers help achieve the goal of producing high-quality products.