

In discussing the new product that is being created as a result of the completion of project A, you realize that there are some elements of the product that do not have any acceptance criteria associated with them. This is primarily because they are new. They are parts that go into this product that your team has never created before. If they are not tested then the product could be created using parts that do not work or do not fit together as planned. You are fairly certain that others on the team must realize this too, but nobody has mentioned it.

- 0:40 You say to the team, don't we have parts that are new to us? How will we know if those parts are acceptable? We do not want to get too far into the creation of the product, even the prototype, without knowing that it'll work.
- 0:52 At first, there is silence, then everyone begins speaking at once. It turns out that several team members have been wondering about this. You ask them to ensure that there is some type of plan or approach to handle the testing.
- 1:05 The next day, they present you with these potential approaches, and ask you to decide which one is appropriate.
- 1:11 The best practice approach here is B. Quality should be part of the plan, and each work package should have some type of completion or acceptance criteria. A could result in surprises to the schedule and budget, and C could result in a faulty product and in rework.