



7 Habits of Highly Effective QA Managers

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The QA Manager is a key role in executing the vision. They are the Mentors, the motivators, the organizers, they provide clarity in direction, and they are face of the department. Here are a few things I look for when I'm hiring or directing my QA Managers.

1. Have a solid process

Define, implement, and manage a repeatable, self auditing, process. The process should account for value it provides to the organization. The process should provide a framework that may evolve over time. The process needs to be productionalized, stabilized, and routinized before any further improvements can be made.

2. Build a world class team

Build a diverse team with members that have different strengths, perspective and backgrounds. Have people judgment skills to hire the right people and get them on the right seat on the bus. Empower the team, encourage collaboration, communication, and sharing of best practices. Lead, manage, and mentor the team and make their jobs easier through automation and best practices.

3. Be Committed

Provide leadership and guidance to the team. Ensure the team is aware of the value they add to the business. Be inspirational, unite the organization, and lead employees to great things. Be a champion of the team's contributions, commitments, expertise, and accomplishments. Reinforce past commitments that are benefiting the company and recognize when past commitments have become roadblocks and replace them with new, enabling commitments.

4. Know your Goals and Capabilities

Start with a picture of the future state; define your end goals and success criteria up front. Prioritize with importance and give employees a clear sense of focus and help them prioritize and coordinate their actions. Be sure your requirements are complete, accurate and testable. Know your authoring and execution capacities. Have a realistic and attainable plan based on historical data. Don't try and be a hero.

5. Manage with Data

Listen intently, fully understand your customers' expectations, and collect a

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Provide recommendations based on data. Develop innovative processes, metrics, and accountabilities that result in process improvements.

6. Build Relationships

Work closely with other departments to ensure that all phases of the SDLC raise the quality standards. Establish a trusting relationship with team members across disciplines. Communicate the value of your team and champion the common goal of ensuring the client is getting the highest quality product. Work to gain a reputation as a trusted partner rather than an overhead, bottleneck, or added expense.

7. Communicate Effectively

Have both excellent oral and written communication skills as necessary to communicate plans and status to all levels within the company. Ensure everyone knows the plan and agrees to the approach before testing begins. During testing it is imperative everyone know the status of your efforts. Communicate early and often and with the appropriate level of detail. Be transparent in your reporting and don't attempt to "spin" a status, if clearly presented the facts will speak for themselves.

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Valerie Adams

Customer Experience Associate

As a new QA manager, your insights are invaluable to me. Thanks for sharing.

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VIKAS ZAMBRE

B TECH MECHANICAL WITH 18 YEARS OF EXP IN QUALITY MANAGEMENT AND MFG

very good inputs, thank you

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