Gaps in both teams’ processes that can potentially compromise the quality of the product:

* Add a **Scrum master** and a **Subject matter expert** (SMEs) in both the teams:
  + The scrum master makes sure the team follows Agile best practices and oversees addressing and removing any productivity blockers team members may experience.
  + An SME is a person who possesses crucial knowledge that the team needs for successful product delivery.
* Ways of working:
  + Team A:
    - **Flow-Based Sprint Planning** - During Flow-Based Sprint Planning, teams use Kanban metrics to frame their commitments for the upcoming sprint. For example, teams commit to improving their cycle time or maximizing throughput in each sprint.
    - The team can enhance their **Sprint Retrospective** by inspecting and adapting their workflow. They’d challenge the stations they use and the WIP limits being observed, the commitment point, and the policies by means of which work transitions from one state to another. Any flow debt that is being incurred would also be of interest.
    - Conduct **Defect Triage meetings** - The goal of Bug Triage is to evaluate, prioritize and assign the resolution of defects. The team needs to validate severities of the defect, make changes as per need, finalize resolution of the defects, and assign resources.
  + Team B:
    - Conduct weekly backlog grooming sessions.
    - All the work should be recorded in Jira.
    - Conduct Defect Triage meetings.
* Test coverage –
  + Team A:
    - Increase the unit test coverage to at least 90%.
    - Use a third-party tool such as **BrowserStack** to set up automated tests to test the application on real mobile devices with different configurations.
    - Setup **Selenium** as an automation tool to test the application in both, Chrome, and Safari browsers.
  + Team B:
    - Setup an **API automation** **test suite** in **Postman** which can be triggered on every deployment to the shared development environment.
    - Setup a **Performance Testing** suite using **Jmeter** to load test the APIs.

Supporting both the teams as a single QA:

1. As a first step, along with the product manager, I would prepare a plan to **understand the applications** on which both teams are working.
2. Once I establish an understanding of the applications, the engineering lead can help me look at the **test suite** which is documented in **Jira**. Ideally, anyone should be able to test the application manually using the set of test cases documented. If found, I will highlight the gaps in the manual test cases.
3. Understanding the **automation framework** would be my next step. Once I have access to the source code, I can deep dive into the framework and highlight any gaps that I would find.
4. Having extensively used **BrowserStack, Postman, Jmeter, and Selenium**, I will prepare a document highlighting how these tools can **help in improving the overall product quality**. I will then present it to the Product Manager and if approved, I will work on developing a **training program to upskill the other team members** on these tools.
5. I would emphasize applying the ‘**shift left**’ testing strategy, by which we can introduce testing in the early stages of software development. The involvement of the testing team right from the planning stage helps reduce the number of bugs and increase the quality of the code.
6. Having a **code-review process** in place will ensure that high coding standards are maintained.
7. I believe that **behavior-driven development** (BDD) can accelerate the shift-left movement. BDD defines a common design language that can be understood by all stakeholders, such as product owners, testing engineers, and developers. Therefore, it enables all involved stakeholders to simultaneously work on the same product feature, accelerating the team’s agility.
8. **Constructive feedback** - Seeking and providing constructive feedback helps in identifying solutions to areas of weakness, if any. I will discuss this with the Product Manager and plan recurring 1-1 sessions accordingly.
9. Lastly, I will ensure that a **healthy work environment** is kept alive. Everyone in the team should have fun while delivering a quality product. Having frequent connects with everyone will help me in understanding their strengths and what would drain them. This would eventually help me in effectively delegating tasks.