Baking Quality In

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The Plan

- **Why** product review?
- **How** to apply testing skills ...
- ... and what **questions** to ask

Reasoning

Product Specification

Requirements
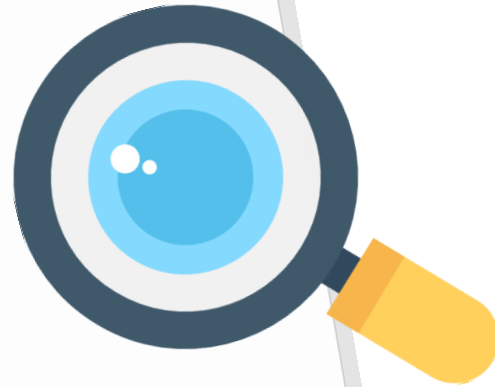
To be defined... later.

Product Specification

Requirements

Everything is awesome. Everything is awesome. Everything is awesome. Everything is awesome. Everything is awesome. Everything is awesome. Everything is awesome. Everything is awesome. Everything is awesome. Everything is awesome. Everything is awesome. Everything is awesome. Everything is awesome. Everything is awesome. Everything is awesome. Everything is awesome. Everything is awesome. Everything is awesome. Everything is awesome.

Product Specification

Requirements

Everything is NOT awesome.
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Everything is NOT awesome.
Everything is NOT awesome.

Testing begins even before a single line of code is written

Why do it?

It's *(Not)* A Matter of Trust

A *selfish* reason for a greater goal

Test Strategy

The *real* reason

Better Product

How to apply testing skills...

GTKEO with...

- Product
  - Why
  - What

- People
  - Who
  - Impact

Learn fast

- What's the **problem***?
- For whom?
- What is the timeline?
- Collect relevant information

*I want to know what the problem is, and why is it worth solving?

Learn fast

- What's the problem?
- For **whom***?
- What is the timeline?
- Collect relevant information

*Who are the targeted user personas?
I should learn how they use our product*

Learn fast

- What's the problem?
- For whom?
- What is the **timeline***?
- Collect relevant information

*I can use it later as an argument for removing invaluable or unused features out of scope

Learn fast

- What's the problem?
- For whom?
- What is the timeline?
- Collect relevant **information***

*I should learn about past problems, usage metrics, and competitor products

Product Specification

- Are there any **complicated** features?
- Are there any **unused** features?
- Are there any **unnecessary** features?
- Are there any **missing** features?
- Are there any **foggy** requirements?
- Are there any **business** risks?
- Are there any **product** risks?
- Are there any **obstacles** for testing?

Product Design & User Experience

- Is the product **easy** to use?
- Is the product **too easy** to use?
- Is the product **overcomplicated**?
- Is the product giving **useful feedback** in a timely manner?
- Is the product **self-explanatory** or does it need additional content?
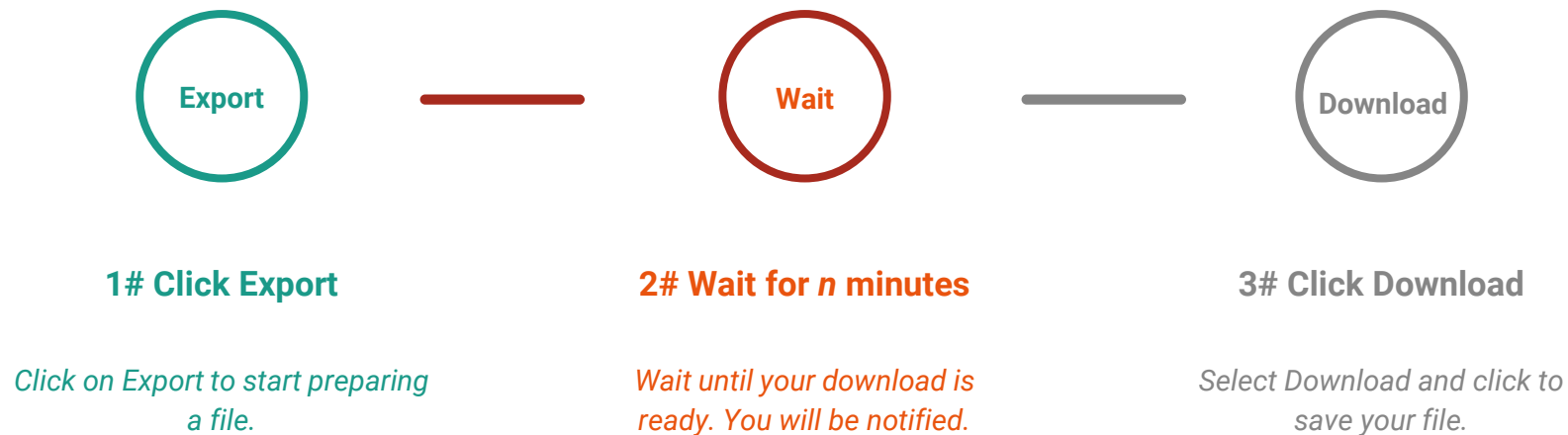- Is the product **consistent** with the quality criteria?

Example 1#
Where is my Export?

Is the product giving **useful feedback** in a timely manner?

*Sometimes the feedback is lagging and users can get confused.
Don't leave them hanging.*

Example – Flow could be better...

Export ——— **Wait** ——— **Download**

1# Click Export

Click on Export to start preparing a file.

2# Wait for *n* minutes

Wait until your download is ready. You will be notified.

3# Click Download

Select Download and click to save your file.

Example - Nice(r)!

Export

Download

1# Click Export

*Download will start automatically.
No attention needed.*

2# Automatic Download

*File will be saved automatically
under Downloads.*

Example 2#
Too easy to slip away

Is the product **too easy** to use?

In some contexts, this is not a good thing!

Help users through critical flows that could affect their financial balance, or data integrity.
If they still make mistakes, allow them to recover easily.

Context:
Consumer application

Context:
Enterprise application

Context:
Enterprise application

When giving feedback...

- The **format**: *Travel light*
- The **content**: Concise. To the point. (Be *nice*)
- The **purpose**: Relevant for your stakeholders

Takeaways

- *Get to **know*** *each other:* With the product… and the people!
- *Test **early***: Apply critical thinking during the product review phase.
- *Advocate for **testability***: The sooner the better…
- *Ask **questions***: Clear the air.
- *Give **feedback***: Sharing is caring…

MAY THE
TESTING FORCE
BE WITH YOU