

# Thinking Holistically about Quality and Testing

CQAA, August 2022

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Agile Testing Fellowship



DragonFire Inc.

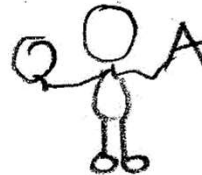
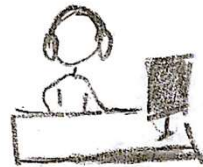


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Quality is everyone's responsibility.

Improve quality, you automatically improve productivity.

~W. Edwards Deming

If you focus on quality, the speed will come.

If you focus on speed, quality gets lost.

~ me

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## My Message Today

How we develop our products can influence  
how we view quality.

Or maybe, how we view quality can influence  
how we develop our products.

**We can change the conversation!!!!**

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Quality is vague and hard to describe

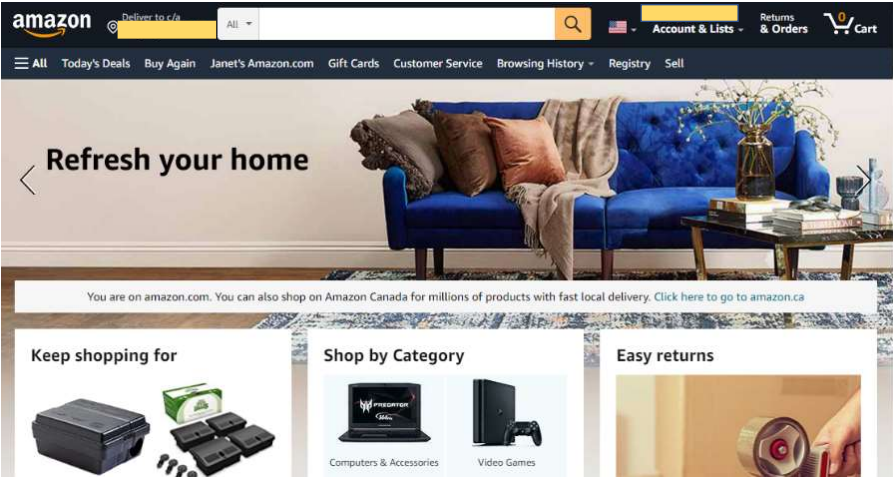


Photo by Carol Vaage

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amazon Deliver to CA All Account & Lists Returns & Orders Cart

All Today's Deals Buy Again Janet's Amazon.com Gift Cards Customer Service Browsing History Registry Sell

### Refresh your home

You are on amazon.com. You can also shop on Amazon Canada for millions of products with fast local delivery. [Click here to go to amazon.ca](#)

Keep shopping for

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Computers & Accessories Video Games

## How do you define quality?

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## What are the risks?

- ransomware
- out of date material
- response time
- privacy
- customization for wrong customer

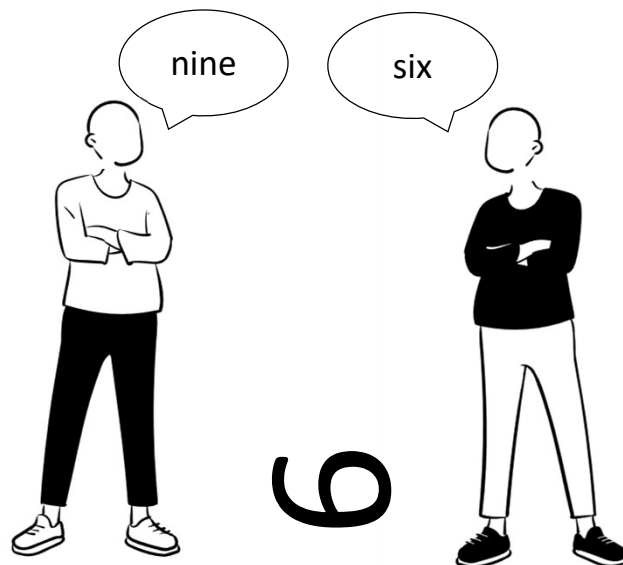


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## Different perspectives

Just because you are right, doesn't mean I am wrong.

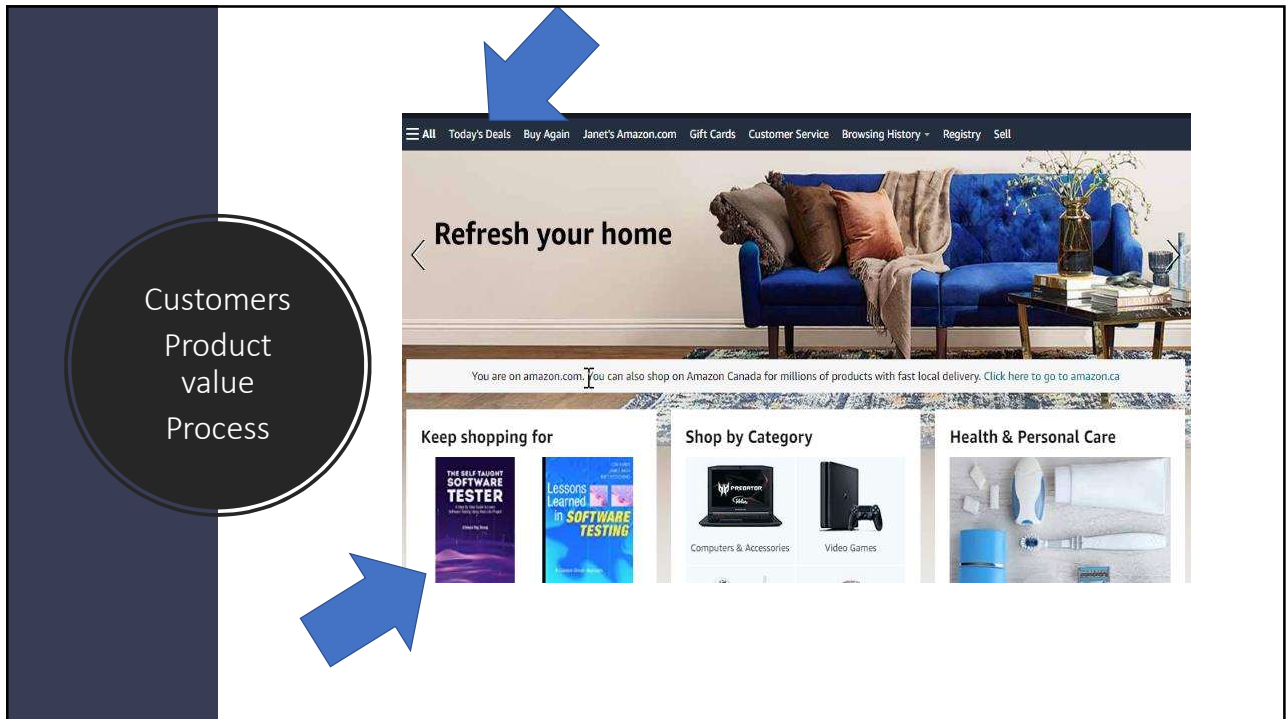
You just haven't seen life from my side.



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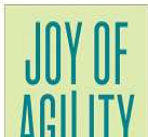


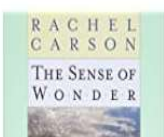
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Your Browsing History Manage history

Manage history Remove all items from view Turn Browsing History on/off  On

Self-management



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So, how you build quality into your product?

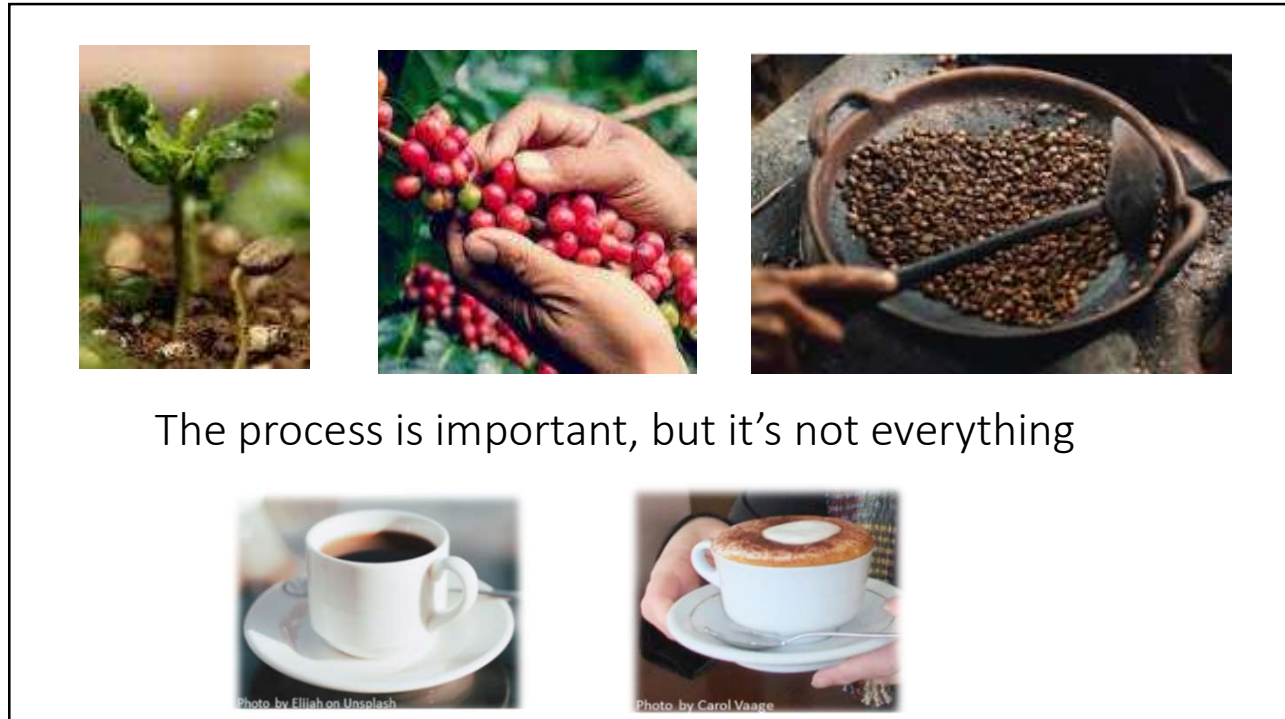
One way is to start is think of testing differently.

Testing is not a phase,  
-- it is an activity that happens throughout the delivery cycle.  
~Elisabeth Hendrickson

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Shift your mindset from thinking testing is after code is built.

Source: *Discover To Deliver*, Gottesdiener & Gorman, 2012

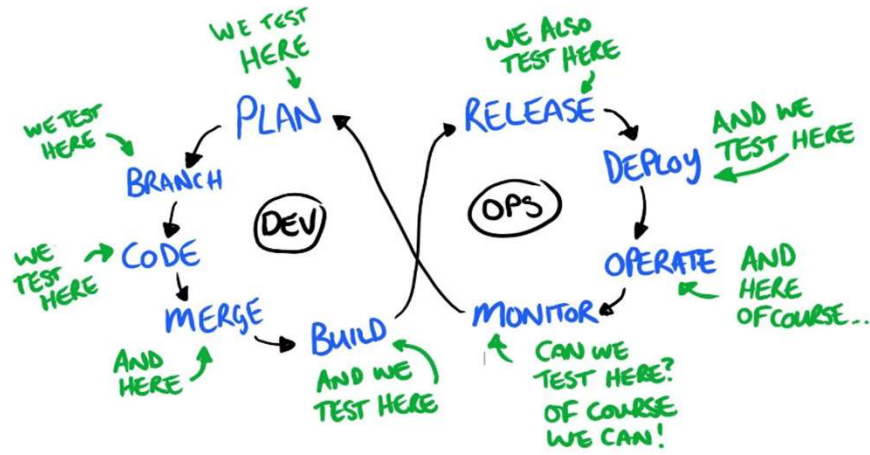
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HOLISTIC TESTING

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### Dan Ashby's Continuous Testing in DevOps



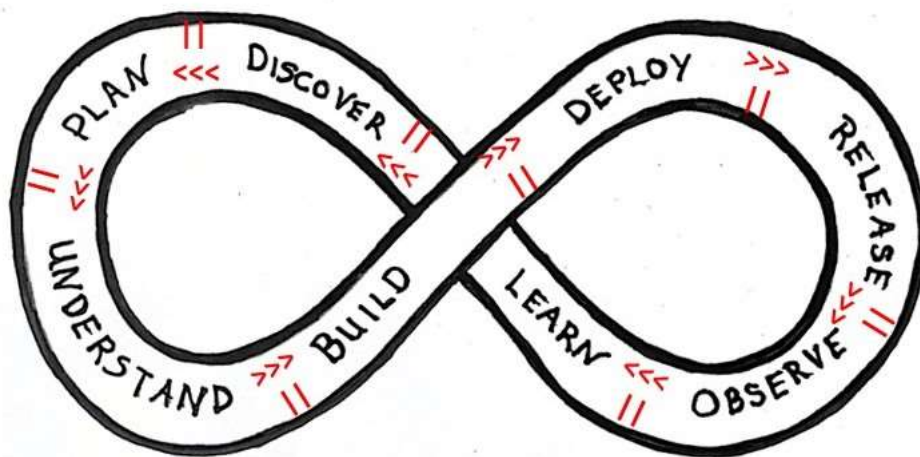
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Dan Ashby - <https://danashby.co.uk/2016/10/19/continuous-testing-in-devops/>



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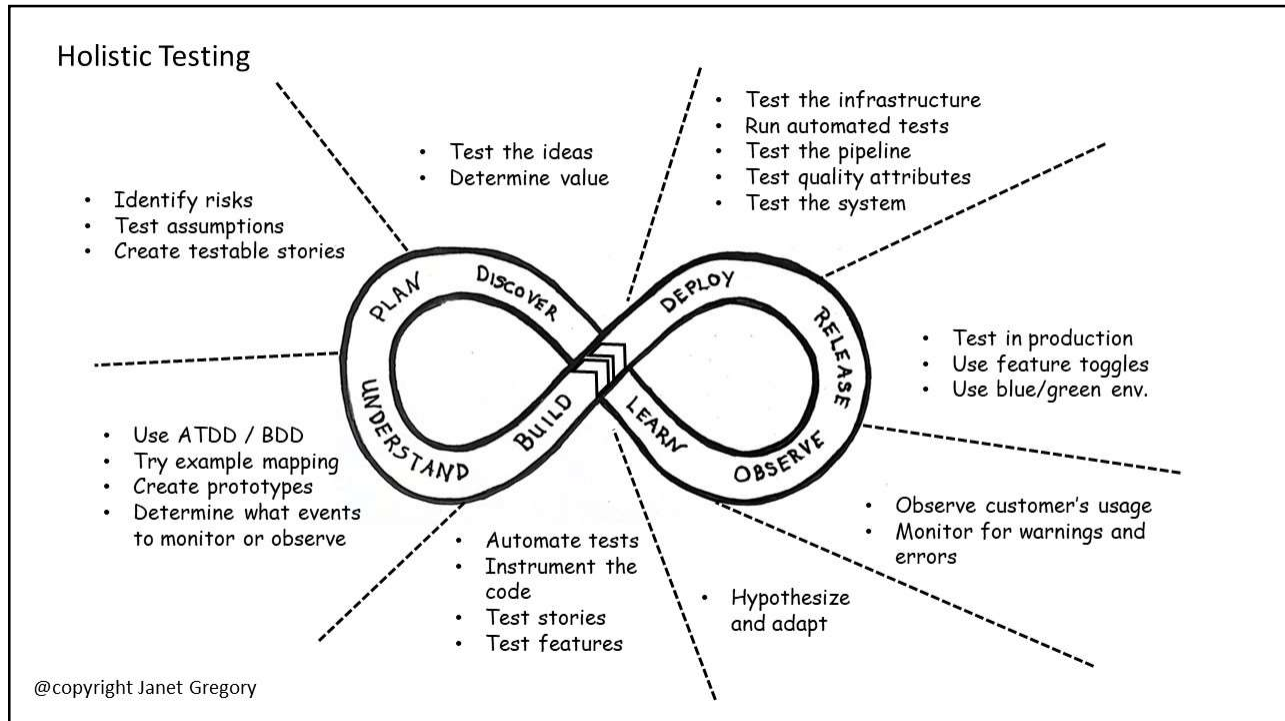


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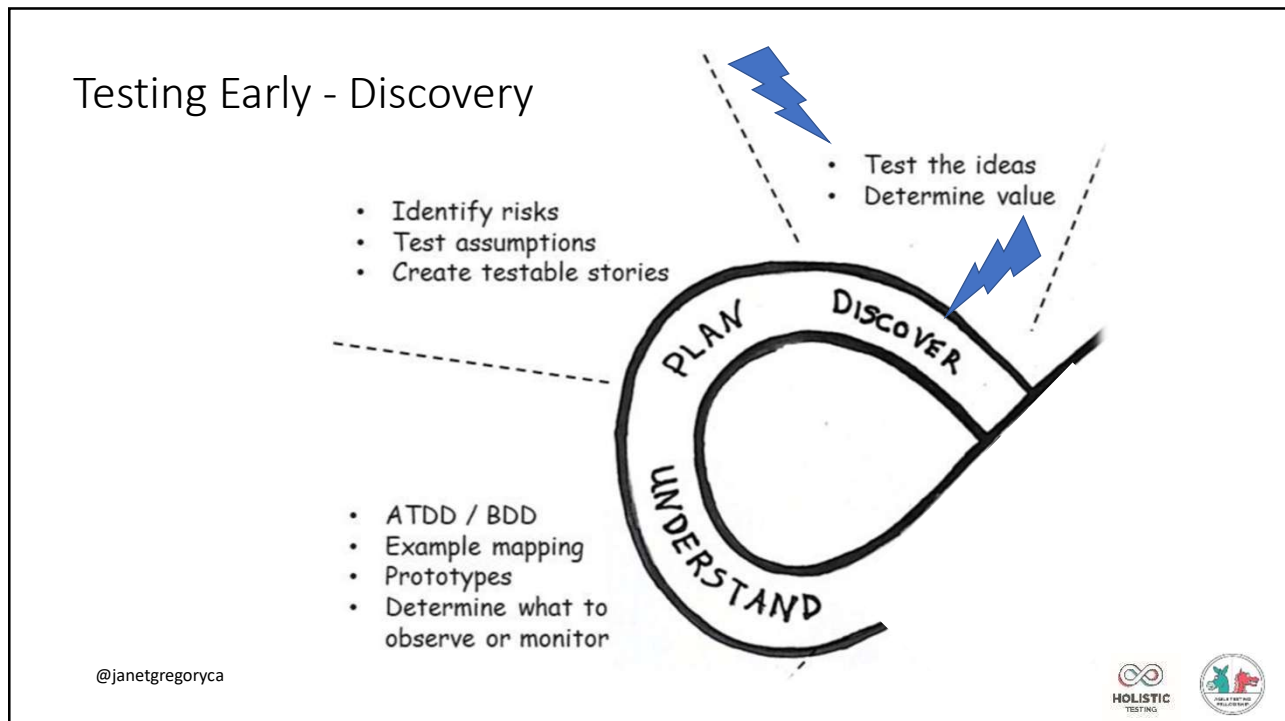


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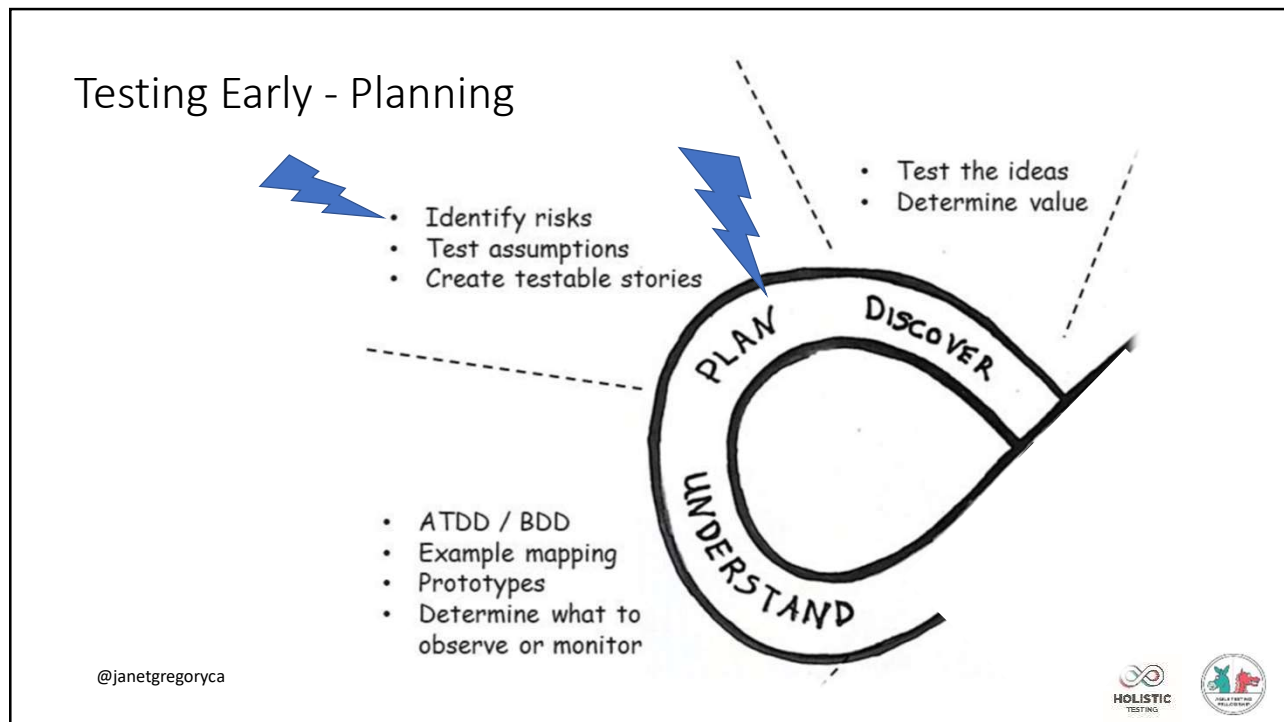




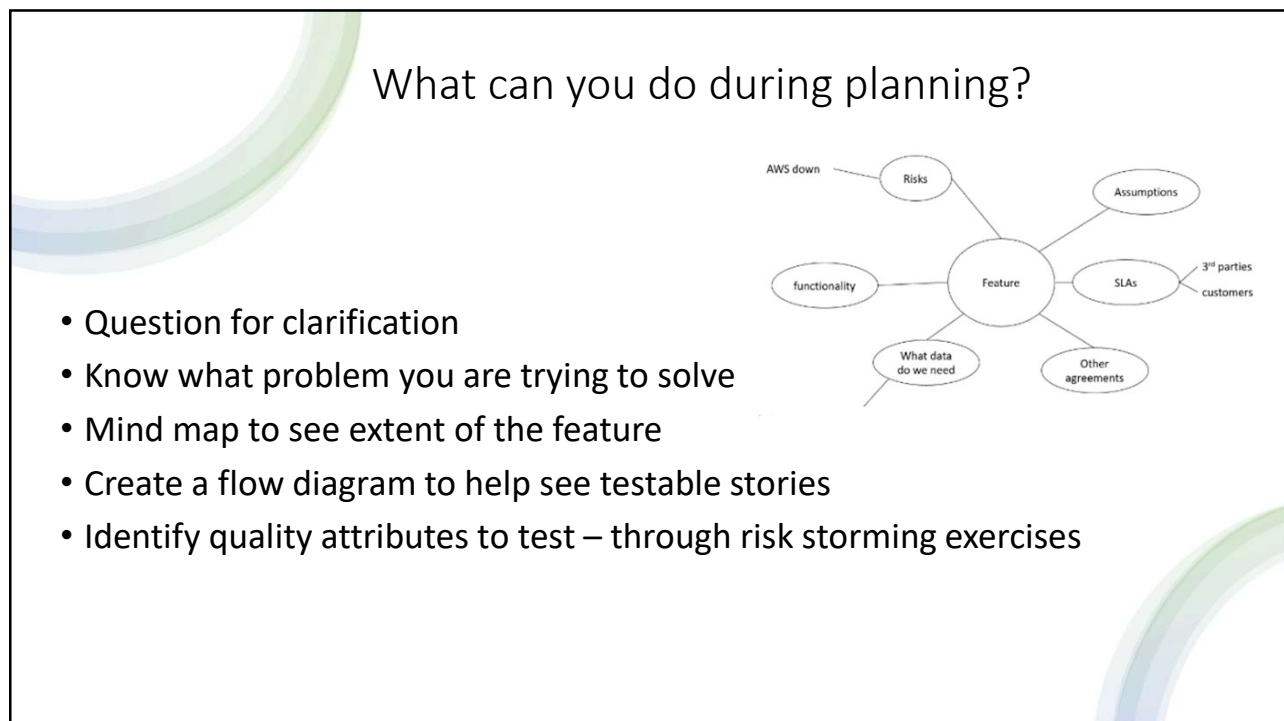
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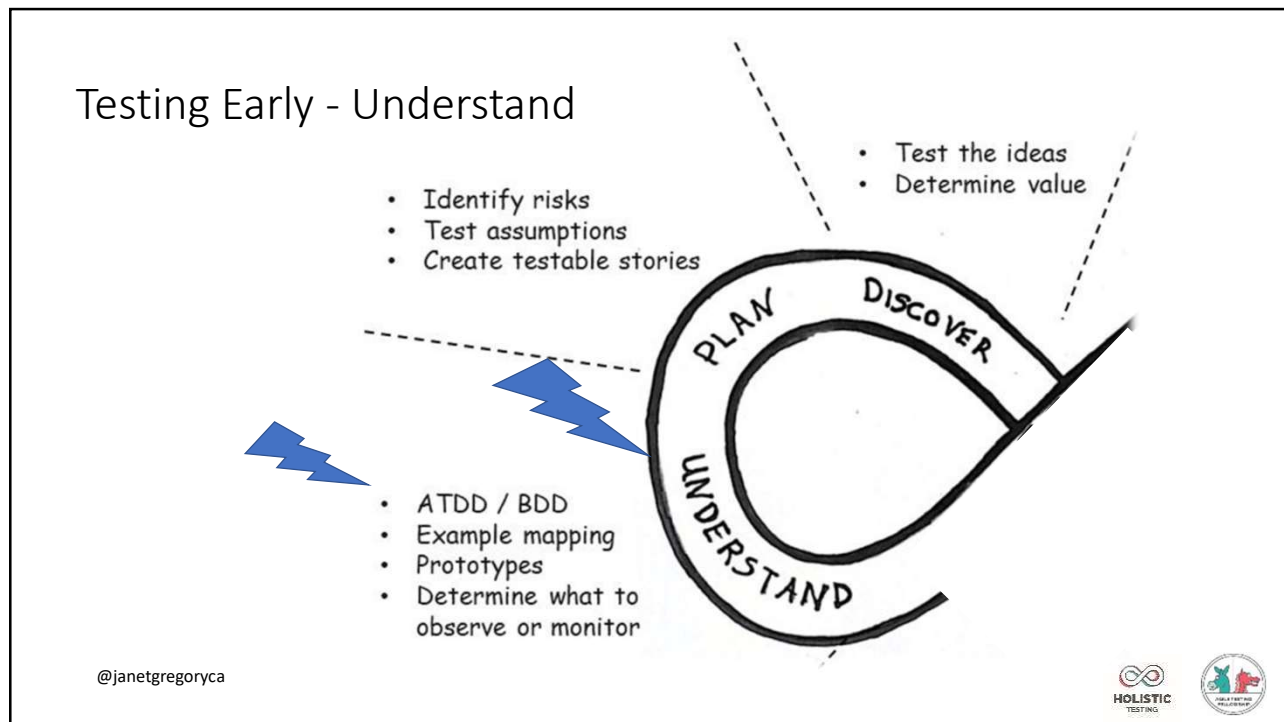
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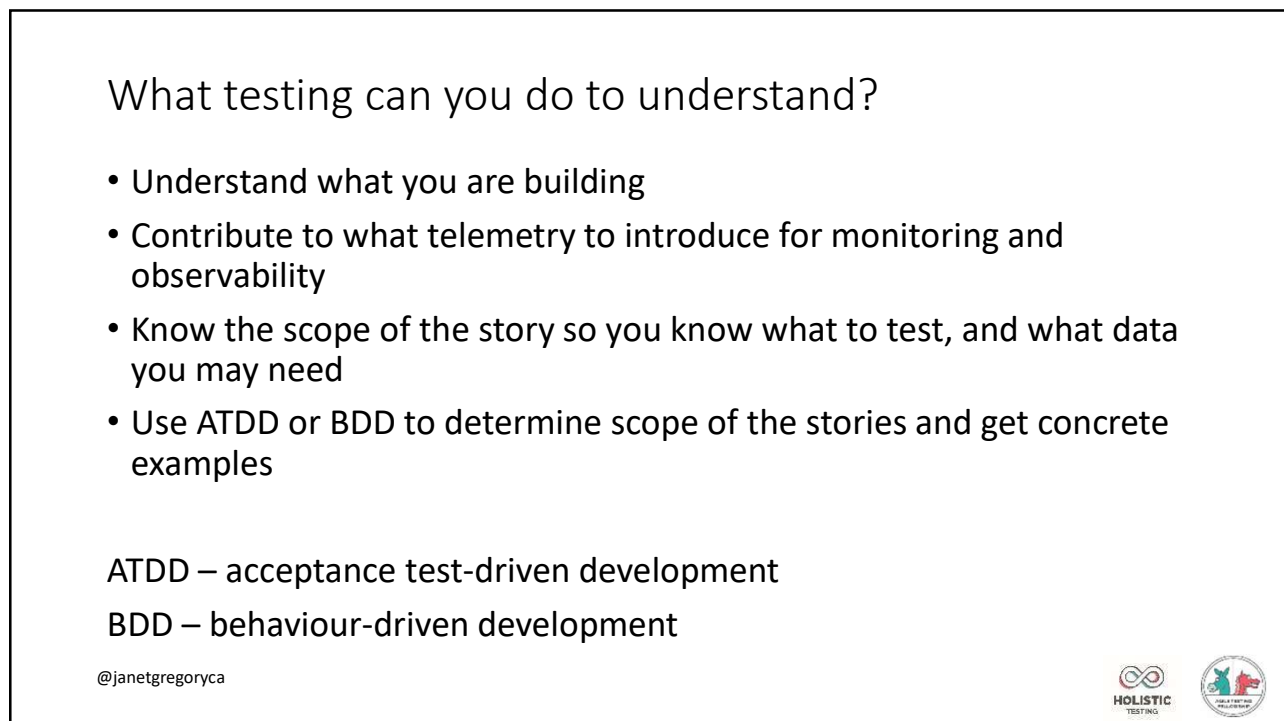
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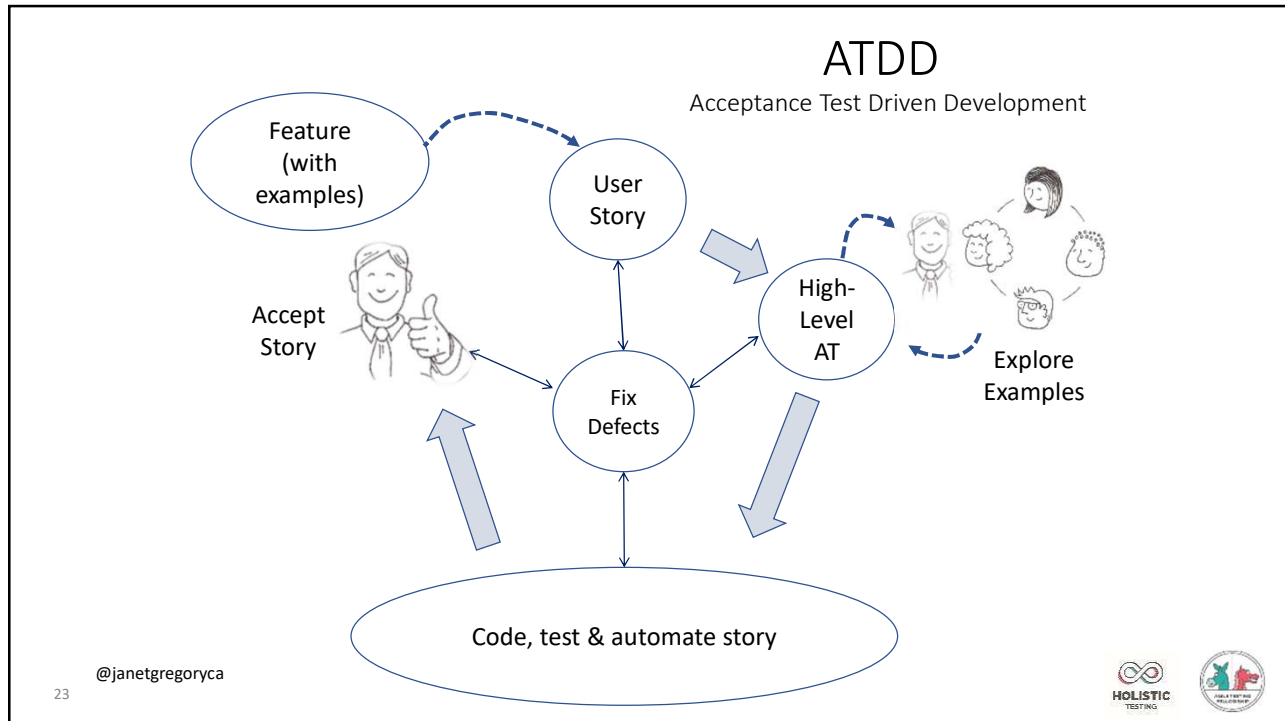
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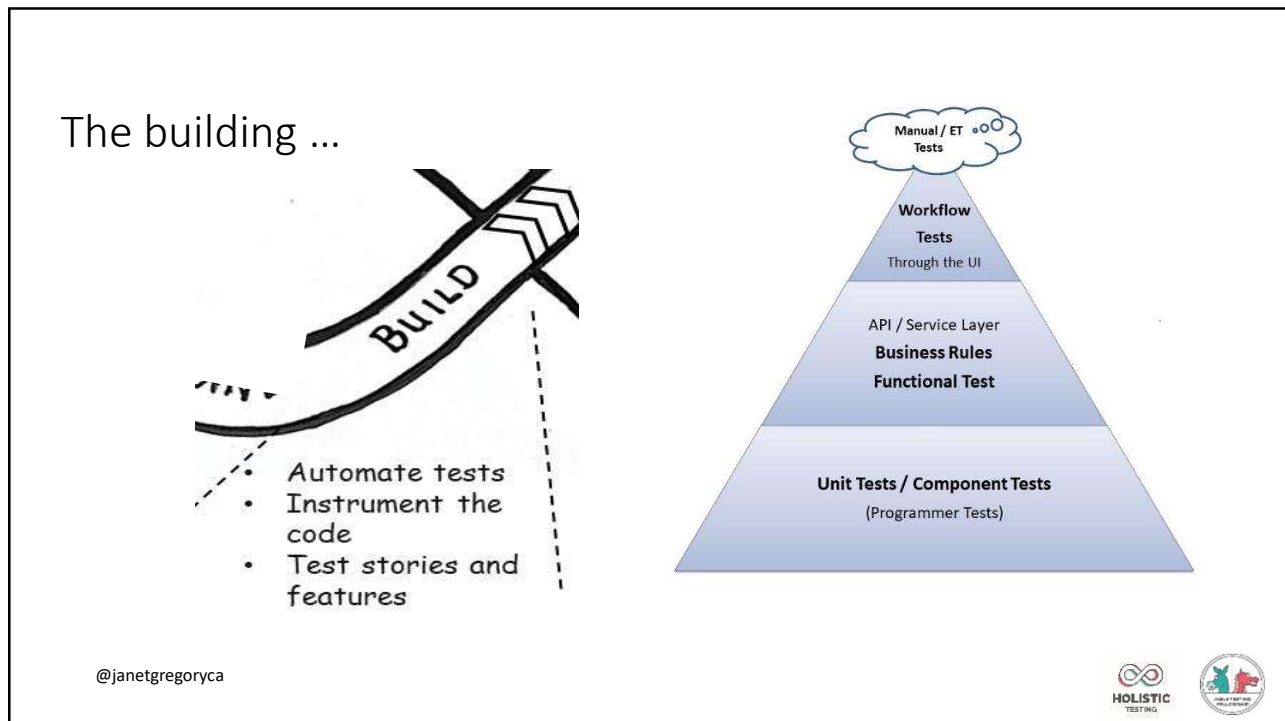
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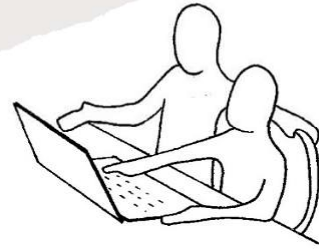
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## Testing during building

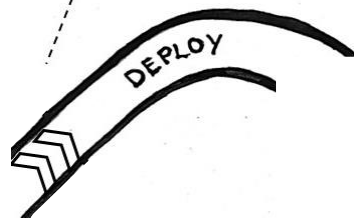
- Testing and coding, coding and testing
- Fast feedback
- Automate – unit test level, API level
- Exploratory testing to find out what we didn't think about
- Feature and story level



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## Testing after deployment

- Test infrastructure
- Run automated tests
- Test the pipeline
- Test quality attributes
- Test the system

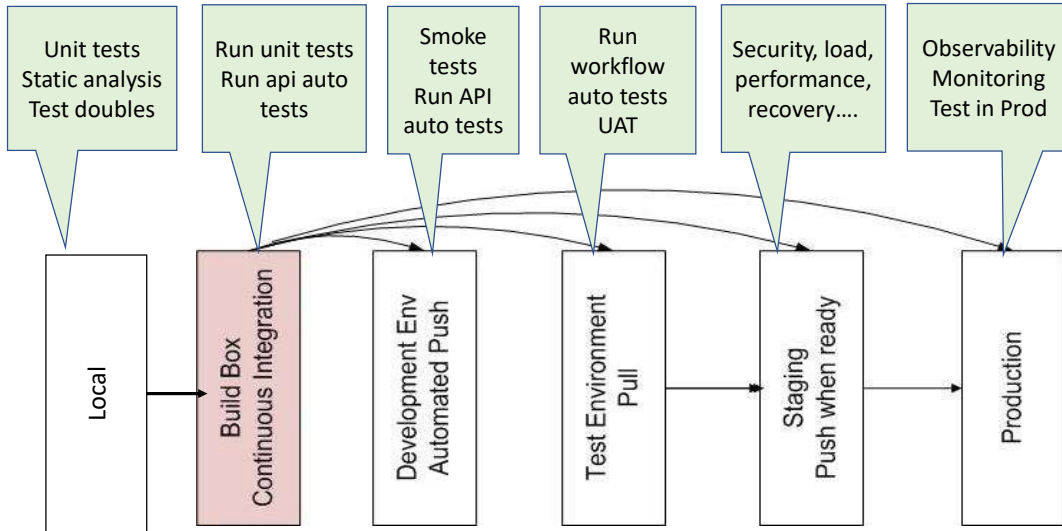


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# Your deployment pipeline & tests

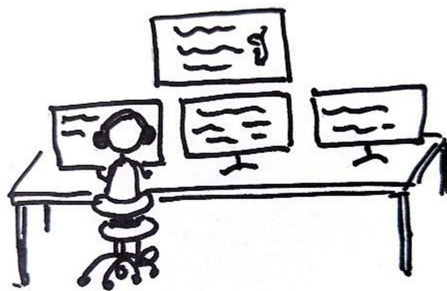


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# Testing during release



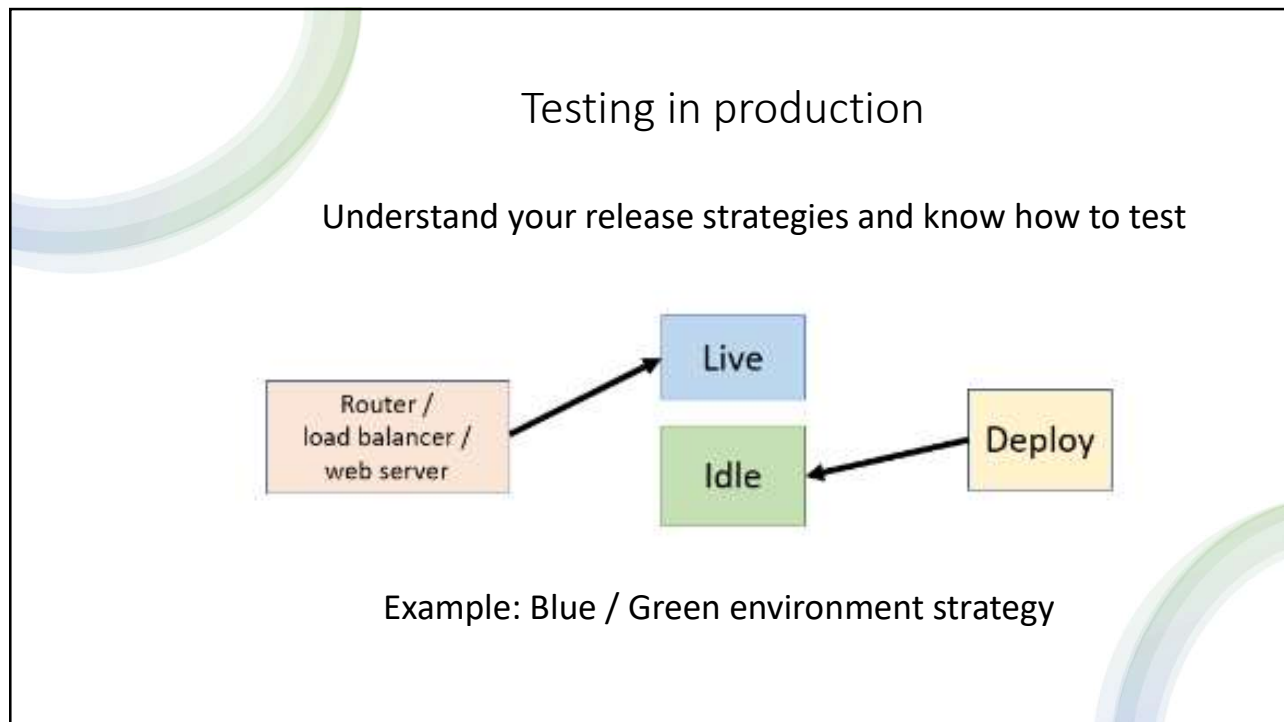
- Test in production
- Use feature toggles or blue/green env

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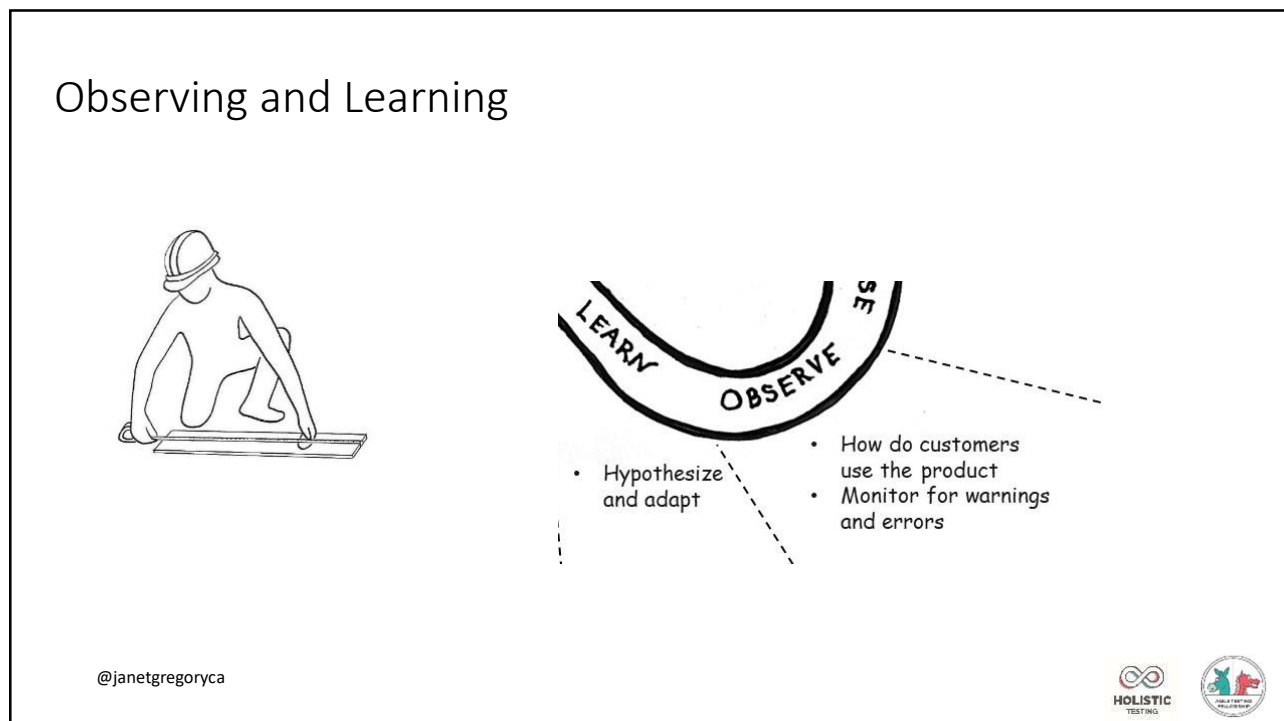


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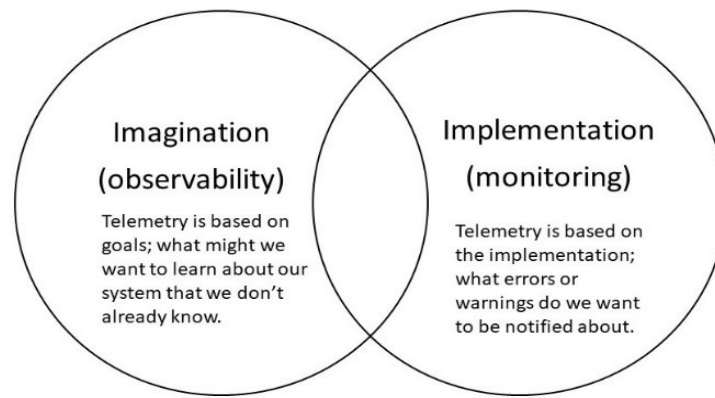


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## Observability vs Monitoring



Original Venn diagram by James Lyndsay

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## A hypothesis worksheet

### **Challenge**

### **Hypothesis**

We believe that

Will result in

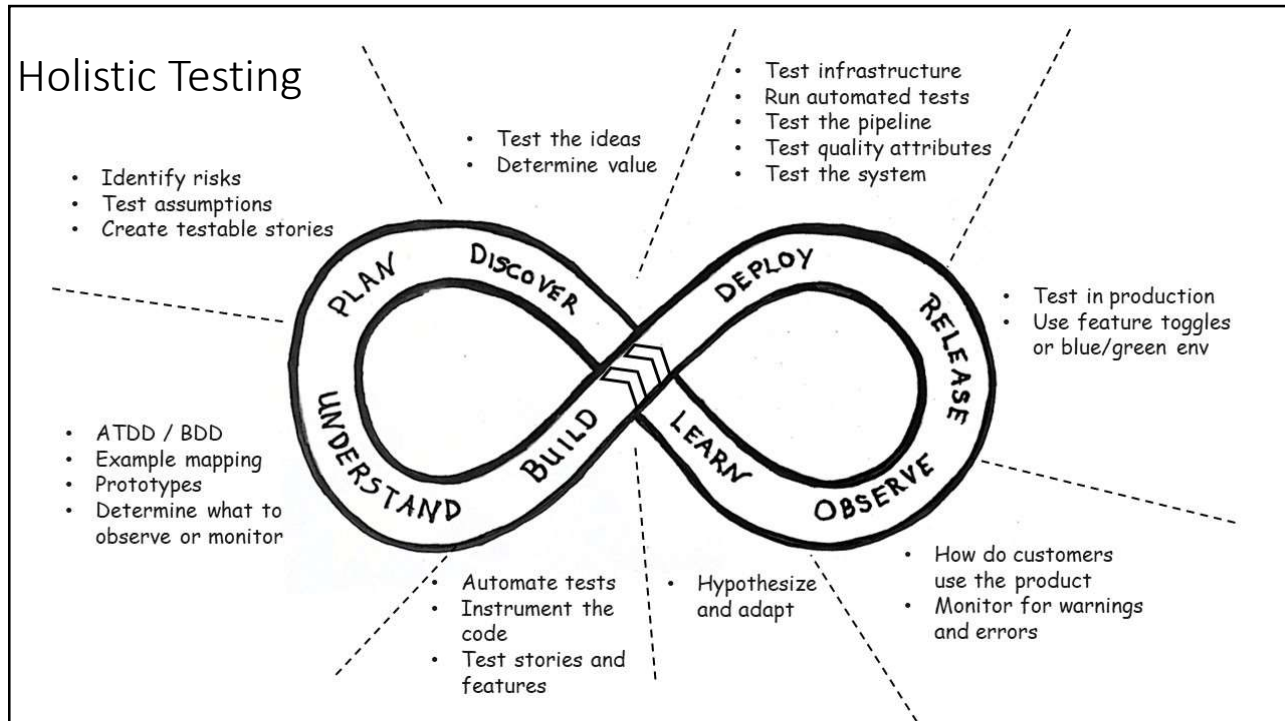
We'll know we have succeeded when

### **Results and Observations**

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Testing is different from days of old, but testers are still important and need to find different ways to work



Testing does not ensure quality, but it can influence how we build quality in, if we start by asking the right questions.

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We need to start with a conversation(s) about quality.

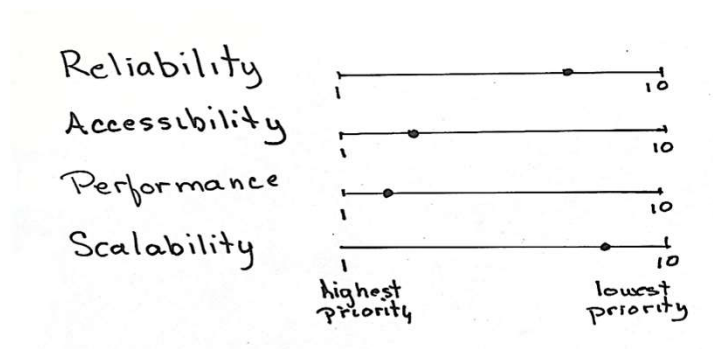
Only then, can we follow-up with what testing activities  
can we do to support the level of quality we want.

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It starts with the quality conversation with your team,  
with your stakeholders, with your customers.



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# Grow your culture of quality

Whole team commitment to quality

Make connections, Share knowledge

Iterate, small batches

Visualize your work

Experiment

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HOLISTIC TESTING

AGILE TESTING FELLOWSHIP

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*Agile Testing Condensed, A brief introduction*

*Agile Testing: A Practical Guide for Testers and Agile Teams*

*More Agile Testing: Learning Journeys for the Whole Team*

By Janet Gregory and Lisa Crispin

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