



Embracing Change: From Tester to Quality Coach

Areti Panou, SAP
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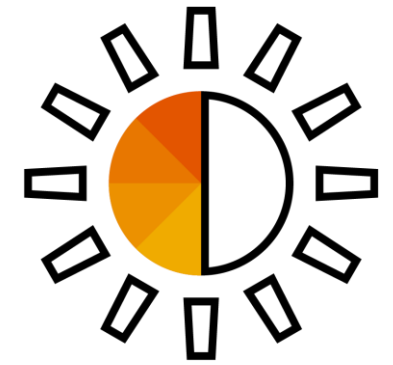
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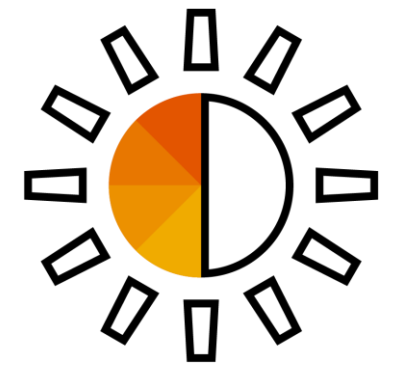
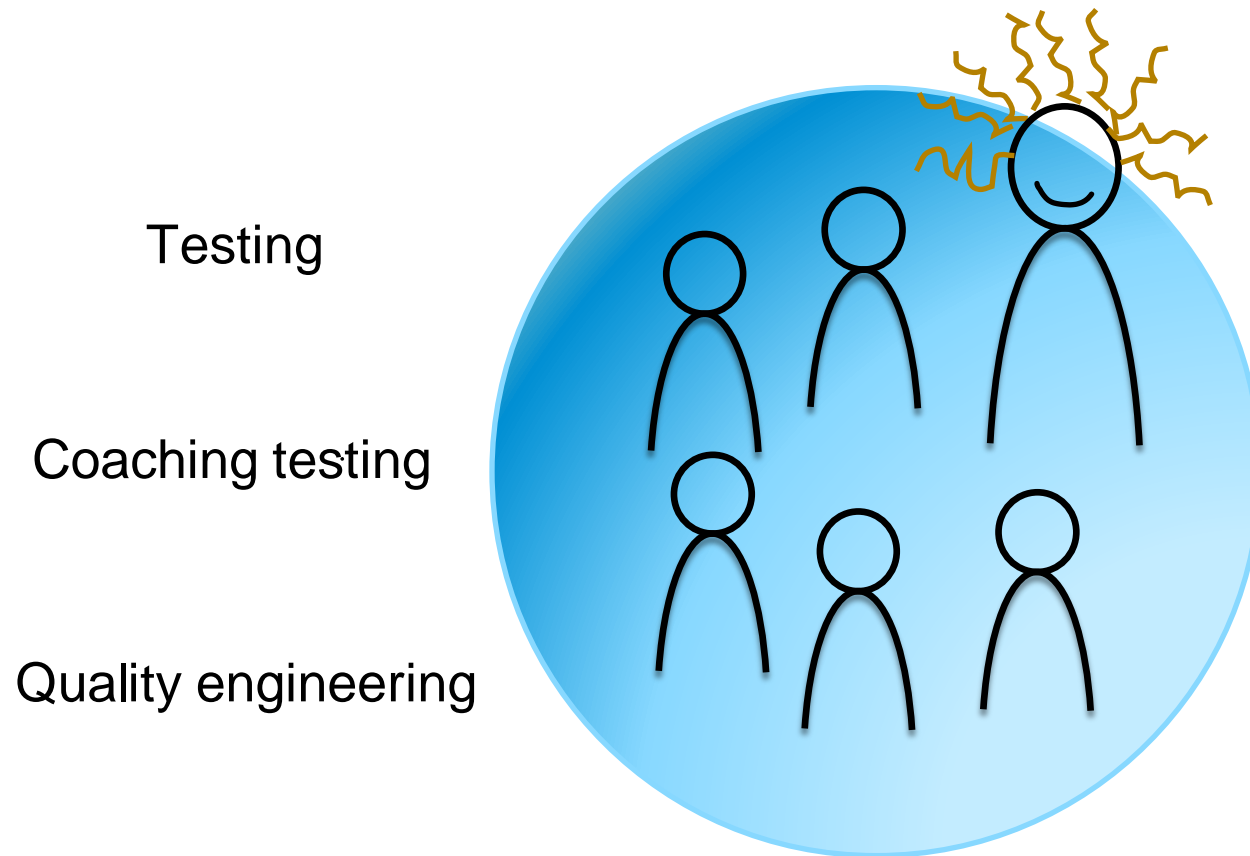
**What would
happen if the QA
suddenly left
your team?**



Where I was

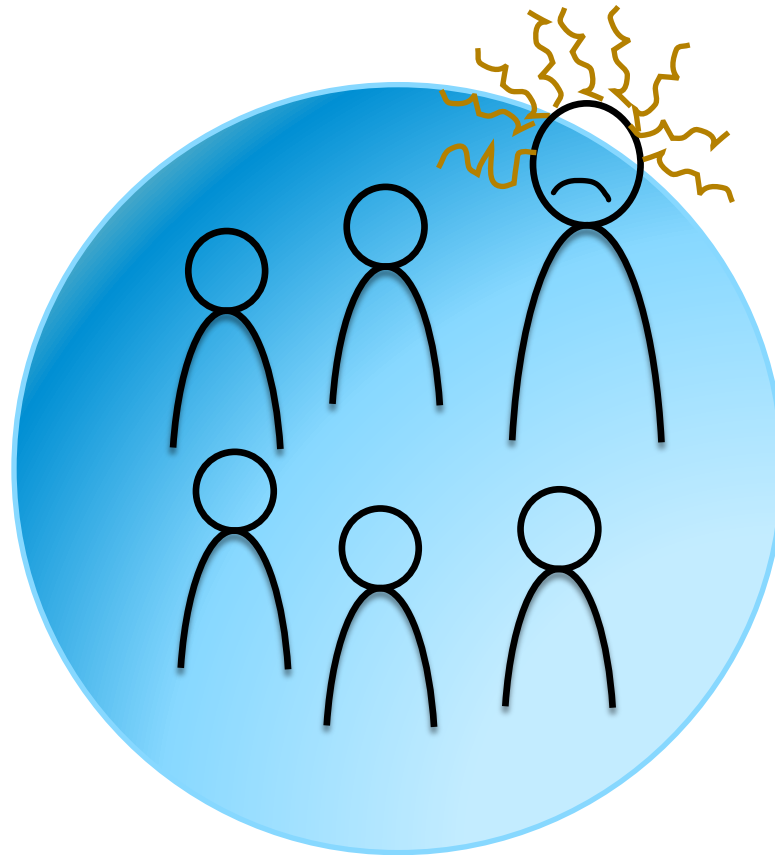


What I was doing

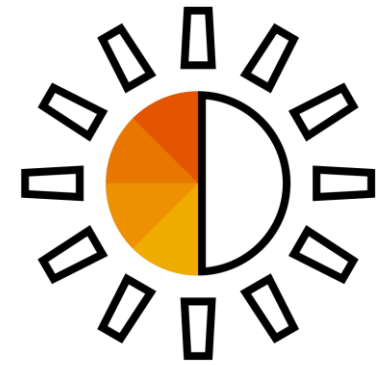


What else I was doing

Testing
Coaching testing
Quality engineering



Corporate
Quality
Management
System (QMS)
compliance

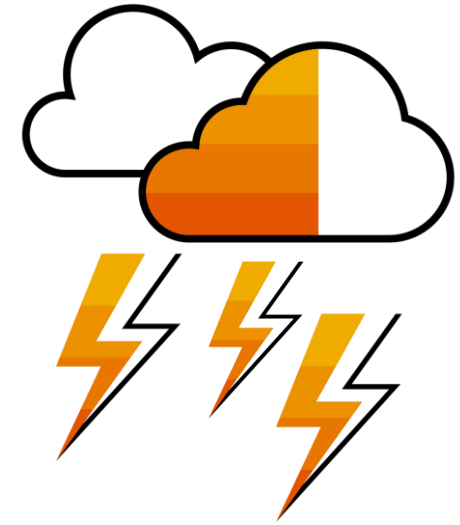


And then, I left the team

Testing
Coaching testing
~~Quality engineering~~



~~Corporate
Quality
Management
System (QMS)
compliance~~





Anne-Marie Charrett @charrett · Jul 4

Talking about definition of a quality coach. Here's my definition : A quality coach leads, supports and rallies a team to collectively own and improve quality through facilitation, education, experimentation and visualisation. They are a passionate advocate for quality.



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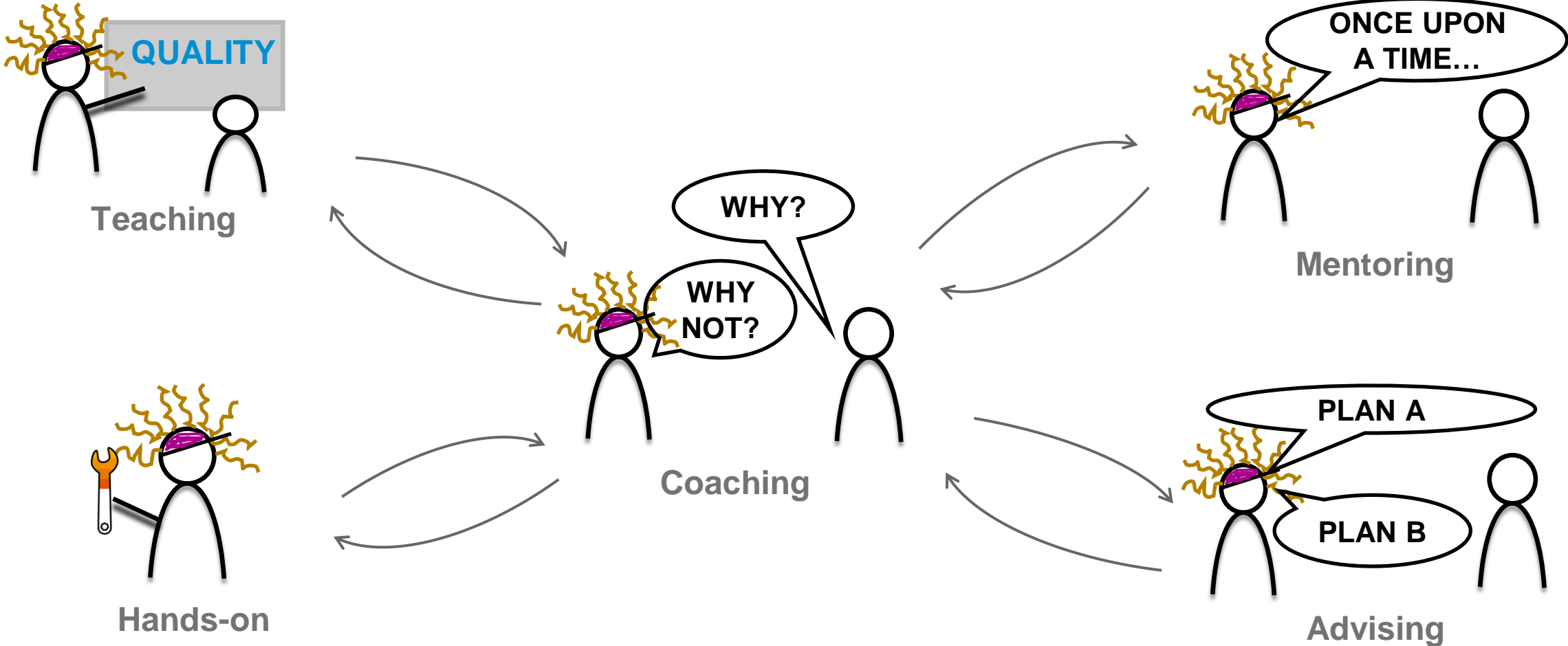


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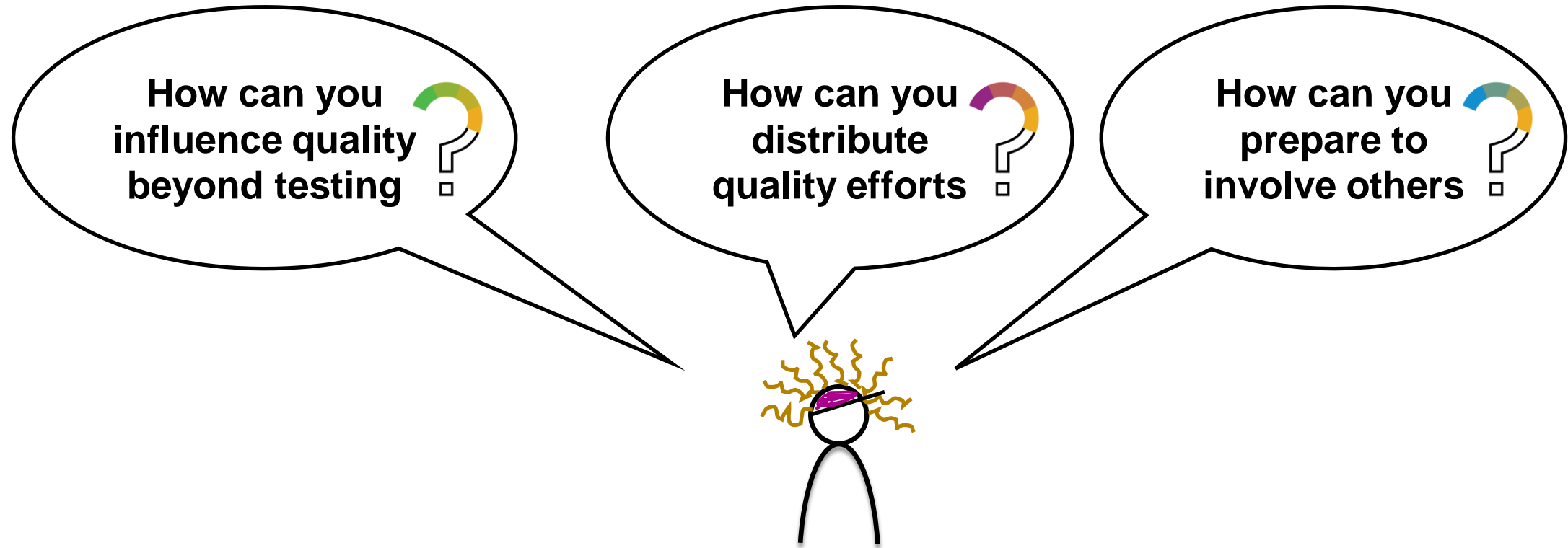


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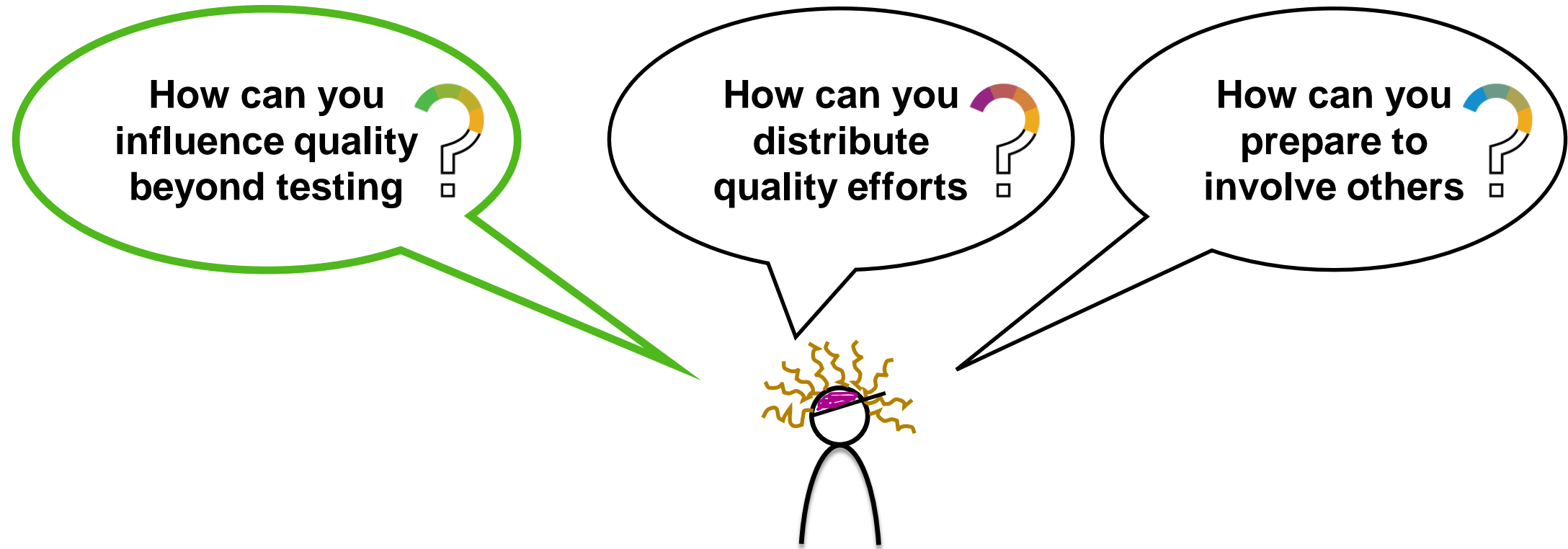
Shaping new Quality Coaches



What would happen if the QA suddenly left your team?



What would happen if the QA suddenly left your team?



How can you influence quality beyond testing?



Analyse each step of your deployment pipeline



Seek customer input



Expose obstacles

Analyse each step of your deployment pipeline



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How can you influence quality beyond testing?



Analyse each step of your deployment pipeline

Look into the value of each step and seek to optimize it



Seek customer input



Expose obstacles

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Seek customer input



-
- Identify all channels of communication
 - Calculate the time interval until it reaches the right person
 - Analyze the reasons of the negativity



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- Bring attention to what normal looks like
 - Analyze customer behaviour after big changes
 - Organize user-shadowing



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- Come up with ways to know that your users are still happy
 - Get insights on the things they like the most

How can you influence quality beyond testing?



Analyse each step of your deployment pipeline

Look into the value of each step and seek to optimize it



Seek customer input

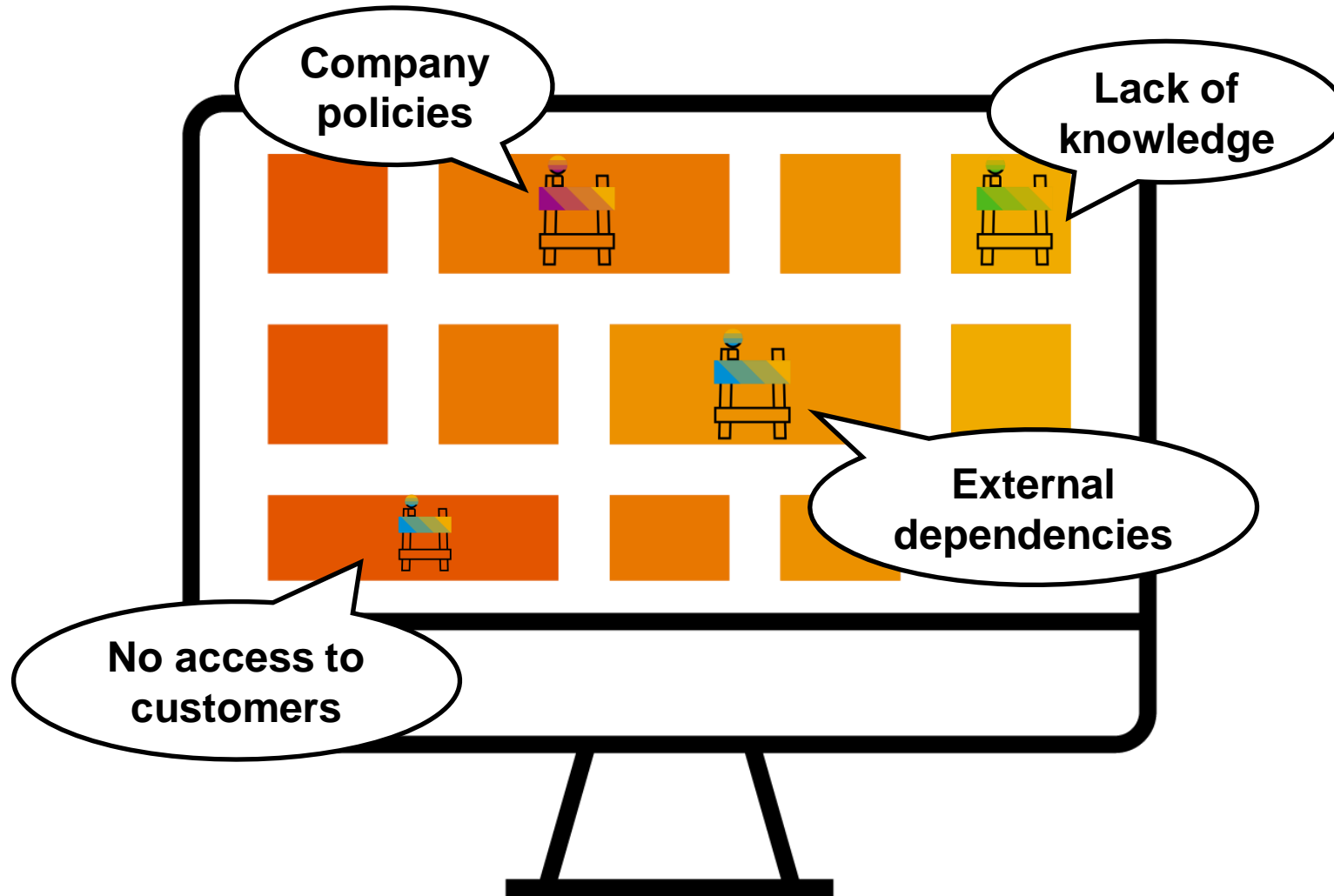
Utilize what your users think when they are sad, happy or neutral



Expose obstacles

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Expose obstacles



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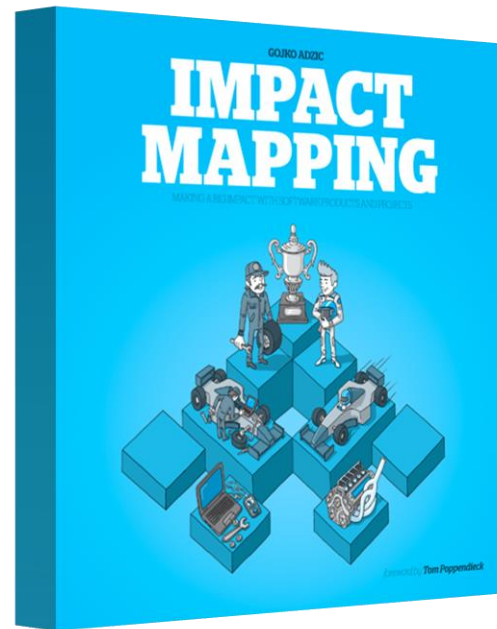
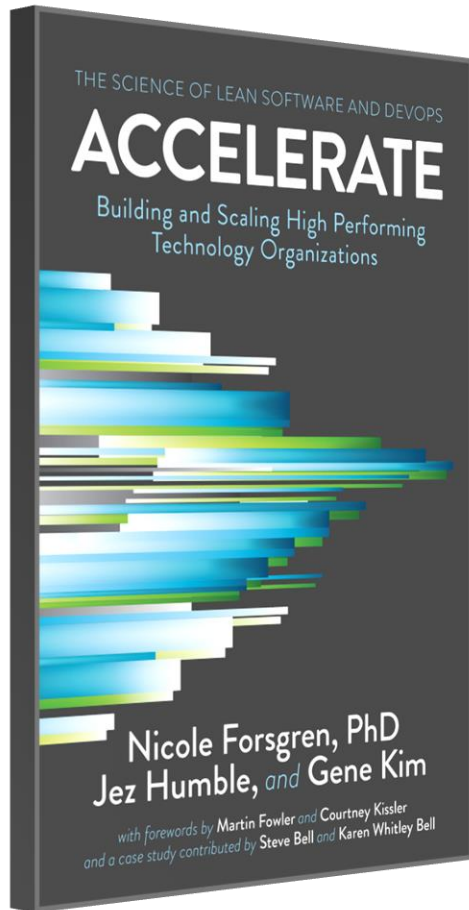
Utilize what your users think when they are sad, happy or neutral



Expose obstacles

Write down and share for all to see anything that hinders your work

Sharing inspiration

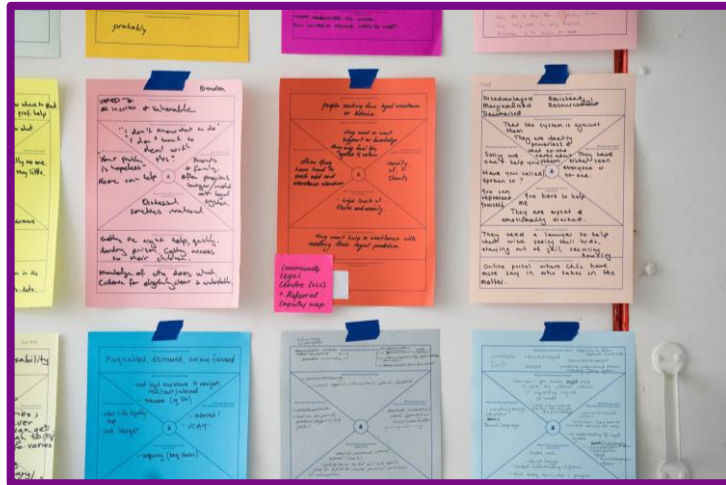


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What would happen if the QA suddenly left your team?



How can you distribute quality efforts?



Identify quality tasks

Look for hidden activities that are in no job description



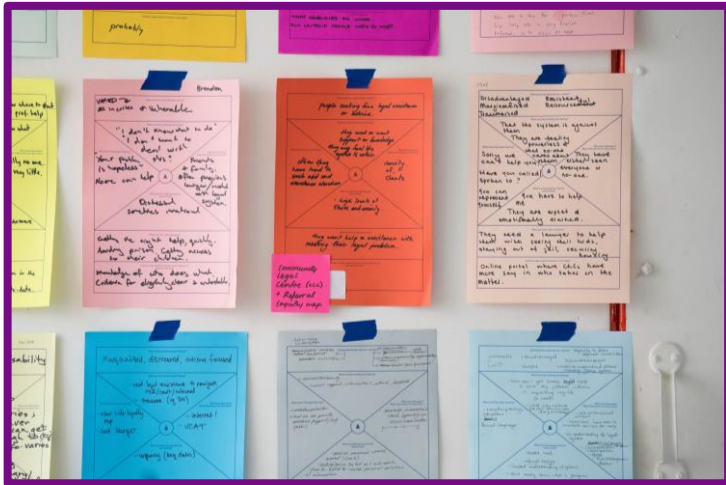
Discuss quality tasks



Share ownership of quality tasks

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How can you distribute quality efforts?



Identify quality tasks

Look for hidden activities that are in no job description



Discuss quality tasks

Optimize the work by engaging the knowledge of the team



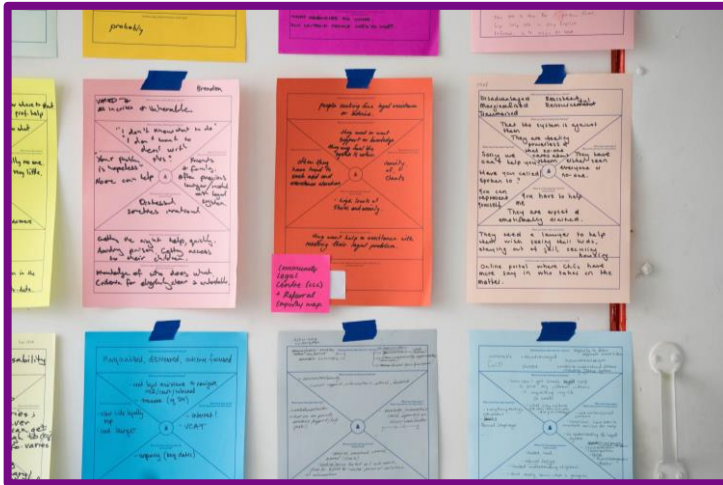
Share ownership of quality tasks

Discuss quality tasks



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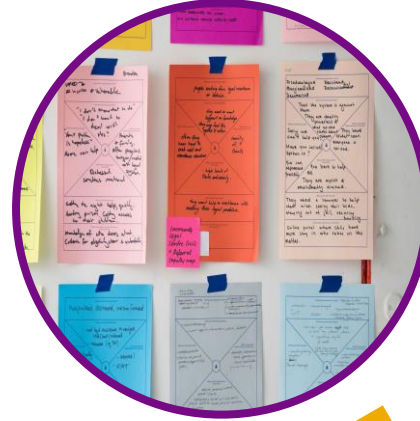


Share ownership of quality tasks

Make sure that there are at least 2 people able to execute the work at any time

Rinse and repeat

Identify quality tasks



Discuss quality tasks



Share ownership of quality tasks

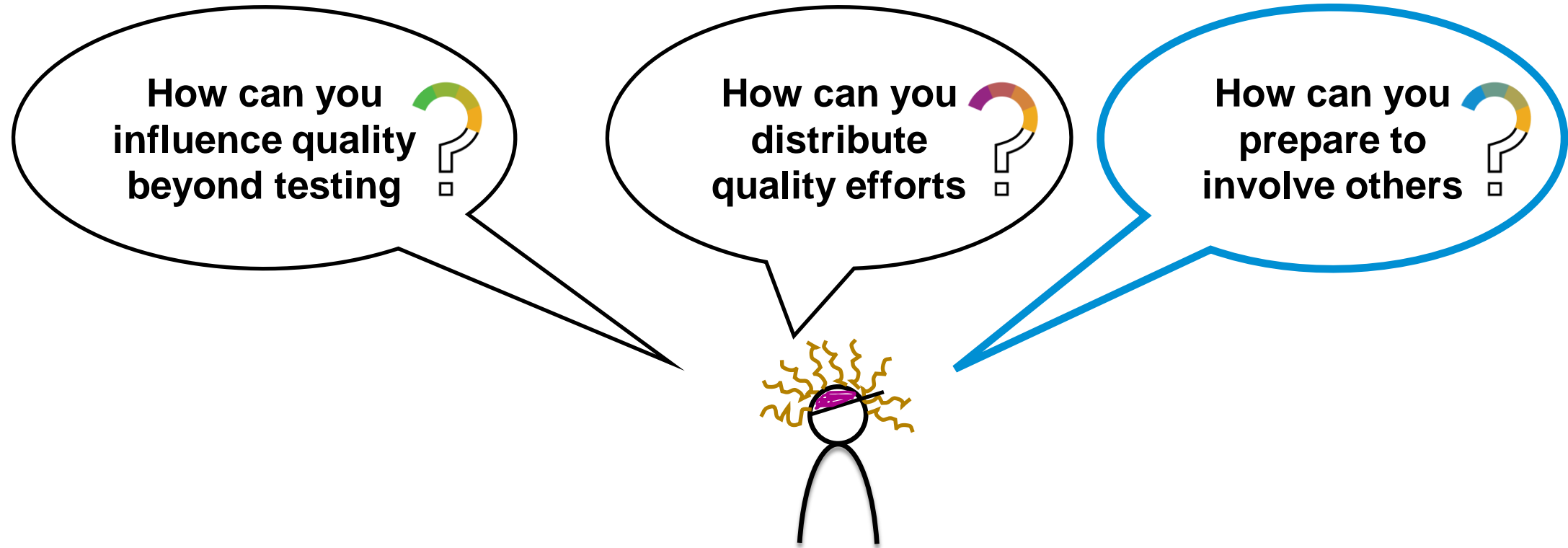


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Show the benefits of engagement in quality



What would happen if the QA suddenly left your team?



How can you prepare ?

Look beyond the things that threaten quality and pursuit steps that build it in your product.

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How can you prepare ?

Release control of quality assurance
and embrace quality enablement.

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How can you prepare

Trust your team to do quality work as well as take care of the overall quality.

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What would happen if the QA suddenly left your team?



New class of Quality Coaches has the team's back



There is always room for improvement



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Thank you.

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Appendix



References

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- <https://www.angryweasel.com/ABTesting/modern-testing-principles/>
- <http://dearauditor.org/>
- <https://www.impactmapping.org/index.html>
- <https://www.ministryoftesting.com/>