

**HUGE**

**Hello.**

Me:

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world's most ambitious brands.

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October 16, 2016

Testing is your brand.  
Sell it!

Huge

## Agenda



1. Getting started
2. Own your reputation
3. Talking to non-testers about testing
4. Lessons learned
5. You
6. Questions

Getting started.

Change how you see yourself.



Research where you work.

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Own your  
reputation.

Set clear expectations.

Document.

Document

Examples.

The four “Es” of a good QA Team.

1. Embedded.
2. Empowered.
3. Engaged.
4. Ever Evolving.

# Embedded.

QA is not a separate silo but is part of a cross-functional project team. QA is involved in the project from the beginning, and the whole team works together in the same sprint on user stories using the same tracking tools.

# Empowered.

QA is empowered to support projects and add value in whatever way the situation requires, always. Examples include: design reviews, requirements assessments, browser and device support, process, tools, risk assessments, and helping to determine “Definition of Ready” and “Definition of Done.”



# Engaged.

QA sits with the project team whenever possible, allowing for increased conversation and problem solving in real time. The QA team attends and contributes to all relevant planning meetings and sprint ceremonies and also work directly with clients on quality and testing processes.

# Ever Evolving.

QA teams should always be learning--as individuals, as project team members, and as representatives of a skilled discipline within the organization. Our process and approach to testing evolves to keep up with advances in technology and the changing needs the company.

# Project Role – QA Lead.

“Provides a single point of contact for all QA activities, creates the initial testing strategy for the project, creates and maintains the conditions necessary for testing, provides work estimates, creates all client-facing documentation as it relates to quality and testing, communicates risk, represents quality and testing interests during sprint ceremonies, mentors all project team members on testing, performs testing tasks as needed.”

# Project Role – QA Analyst.

“Executes exploratory tests on user stories, communicates risk, provides regression scenarios for automation, mentors non-QA project team members on testing.”

# Project Role – QA Engineer.

“Works with System Engineers to set up Continuous Integration environment for automated regression and performance tests. Writes code for automated testing. Schedules and monitors test runs. Acts on failures. Performs performance tests and provides reports as needed. Solves testing problems with code as needed, mentors team members on testing and checking.”

Be proactive.

Some examples.

1. Speak at team meetings.
2. Help on side projects.
3. Be sociable.

Collaborate.

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Collaborate.

1. Invite feedback.
2. Propose options.
3. Be ok with change.

Talking to non-  
testers about  
testing.

Who do you talk to?

Tailor your message to the audience.

Accentuate the positive.

# Safety Language.

# Methodology.

The Quality Assurance team will take an Agile and Behavior Driven Development (BDD) approach to testing which involves full integration with cross-functional teams working iteratively throughout the project. For each User Story test scenarios **may be** defined and tagged for either manual or automated testing. Automated tests **may be** added to the Continuous Integration environment and run often and iteratively throughout the project lifecycle. Manual tests will be executed using Exploratory Testing techniques within the Sprint. **Both may be used** to verify Acceptance Criteria.

The QA team will be in close communication with the development team throughout the process. **Trivial issues which can be resolved** on-the-spot will be fixed and re-tested immediately. More significant issues will be logged in JIRA as Bugs and linked to the parent User Story. Whether those issues are resolved or not will be determined by the Scrum Master and Product Owners.

Lessons learned.



Make this a team effort,  
rather than only an individual.

Educate up, down, across and never assume  
you're done.

Remember.

Celebrate the small victories.

Things change.

Be an agent of  
change.



Questions?



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**Done.**