

A decorative horizontal line consisting of a teal segment on the left and an orange segment on the right.

Throw Out the Strategy Documents and Build a **WoW**

Robbie Falck

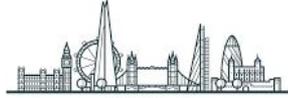


Who am I

Robbie Falck



Cape Town



London



WoW



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<https://medium.com/@robbie.falck>



QA Ways of Working (WoW) Journey



Becoming a
QA Lead



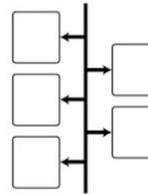
Agile
Transformation



Whole Team
Approach



WoW
Workshop



Outcomes and
Visual WoW



Continuous
Improvement



Lessons
Learnt

Becoming a QA Lead

Becoming a QA Lead



Jan 2021
I took over
as QA Lead



Hired a team of
5 QA



External QA
health check



Discussed with my
boss and realised...



27 improvements
for QA

Loads of great agile
suggestions

**Test policy and test
strategy document**

Becoming a QA Lead

There's a famous quote:

"No wants to read a document about how to do their job"

by Robbie Falck



#1 Rule: No documents

Agile Transformation



Agile Transformation



Raise your hand if you can
drive a car



Keep your hand up if you had
20-30h of lessons



30 hours

30 HOURS
YOU SAY?!

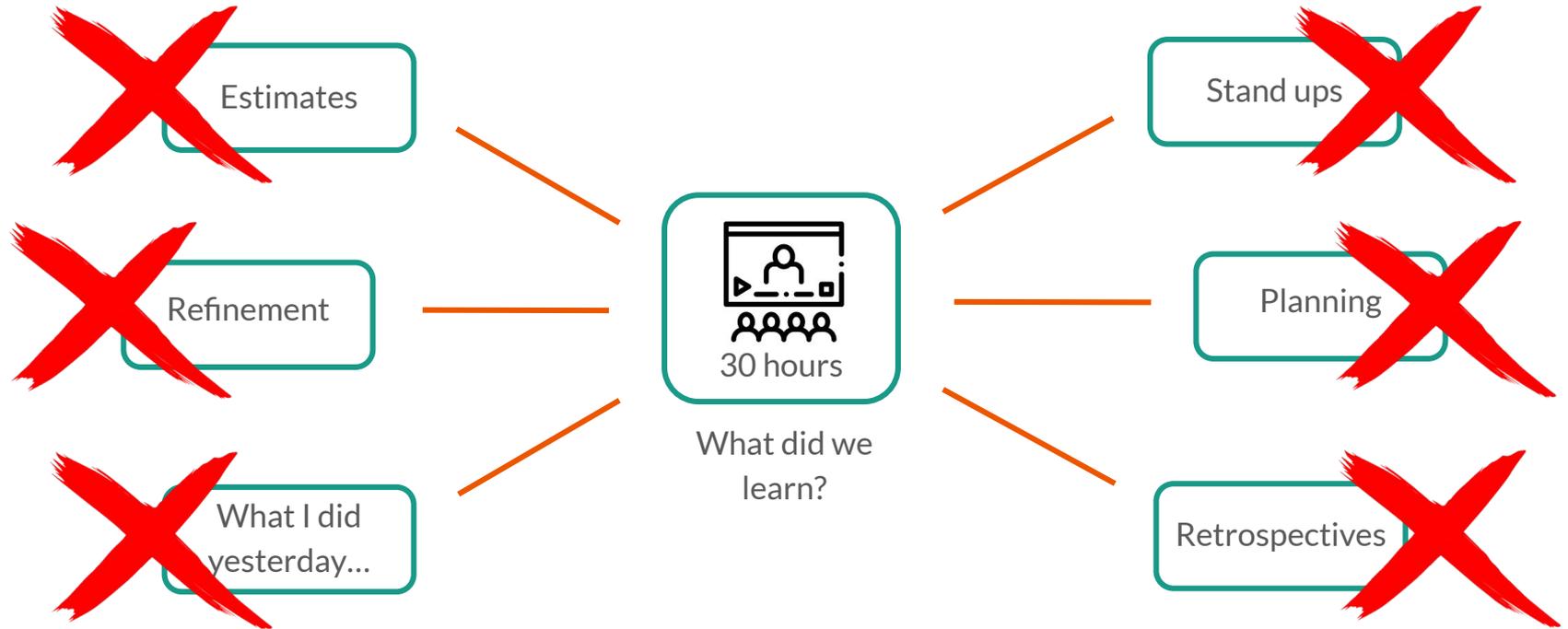


Raise your hand if you work
in an agile environment

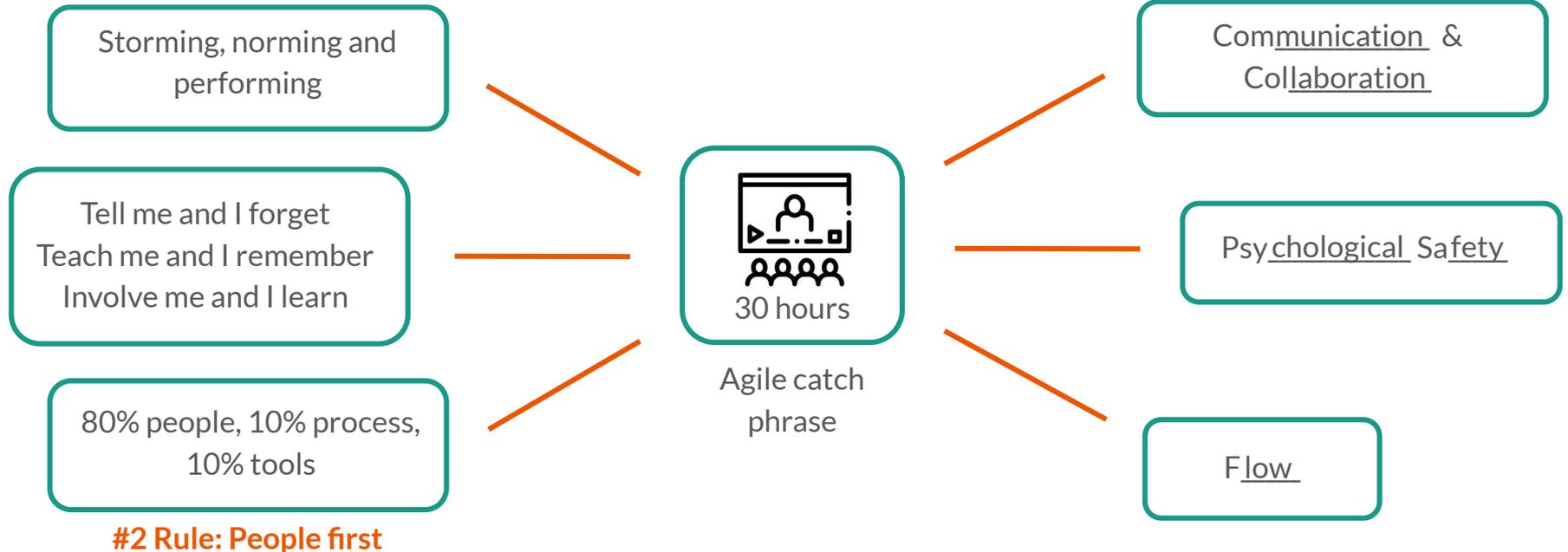


Keep your hand up if you've
had 20-30h of agile training

Agile Transformation



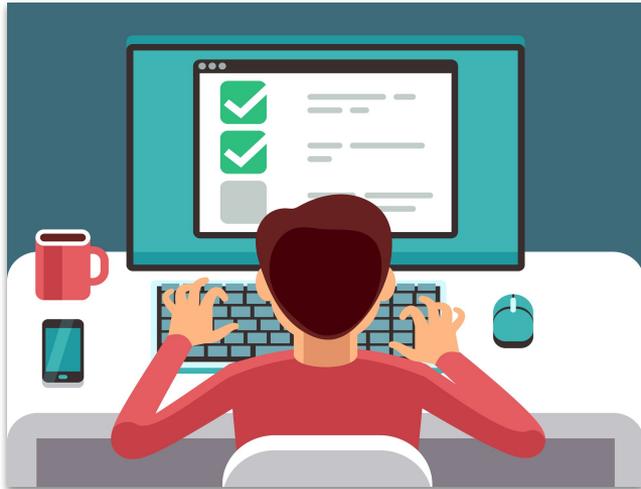
Agile Transformation



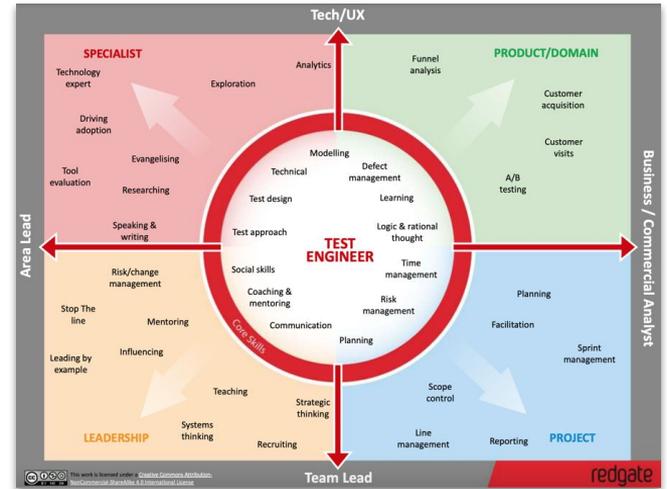
Whole team approach

Whole team approach

Everyone tests differently



Skills mapping

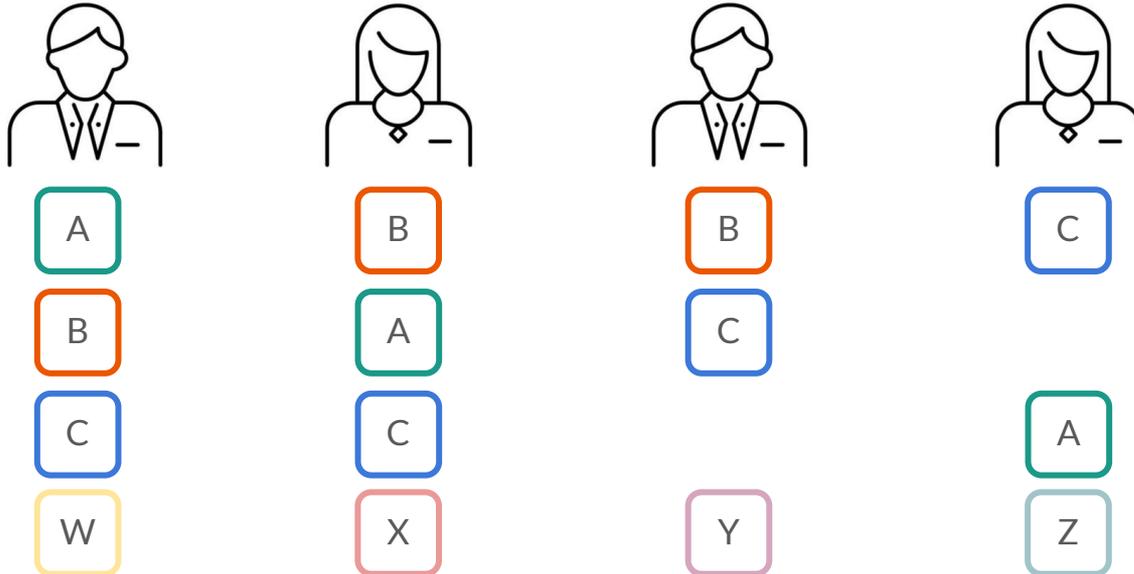


<https://www.red-gate.com/blog/skills-maps>



Whole team approach

Had a team like this:



Whole team approach

Wanted a team like this:



A

B

C

W



A

B

C

X



A

B

C

Y



A

B

C

Z

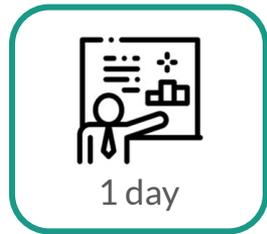


How do I do this?

#3 Rule:
Let the team figure it out

QA WoW Workshop

QA WoW Workshop



I set the expectations

Visual end product representing our WoW

#1 Rule:
No documents

Everyone to play to their strengths

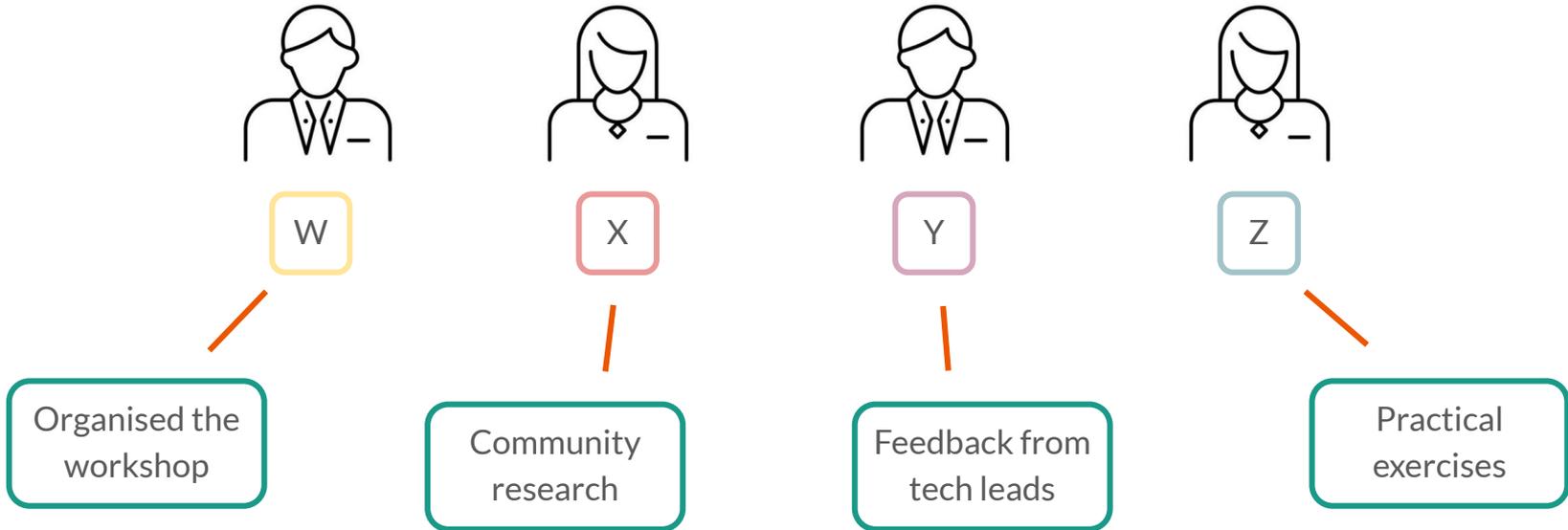
#2 Rule:
People first

Everyone contributes & presents an area

#3 Rule:
Let the team figure it out

QA WoW Workshop

Play to everyone strengths & everyone contributing:



QA WoW Workshop

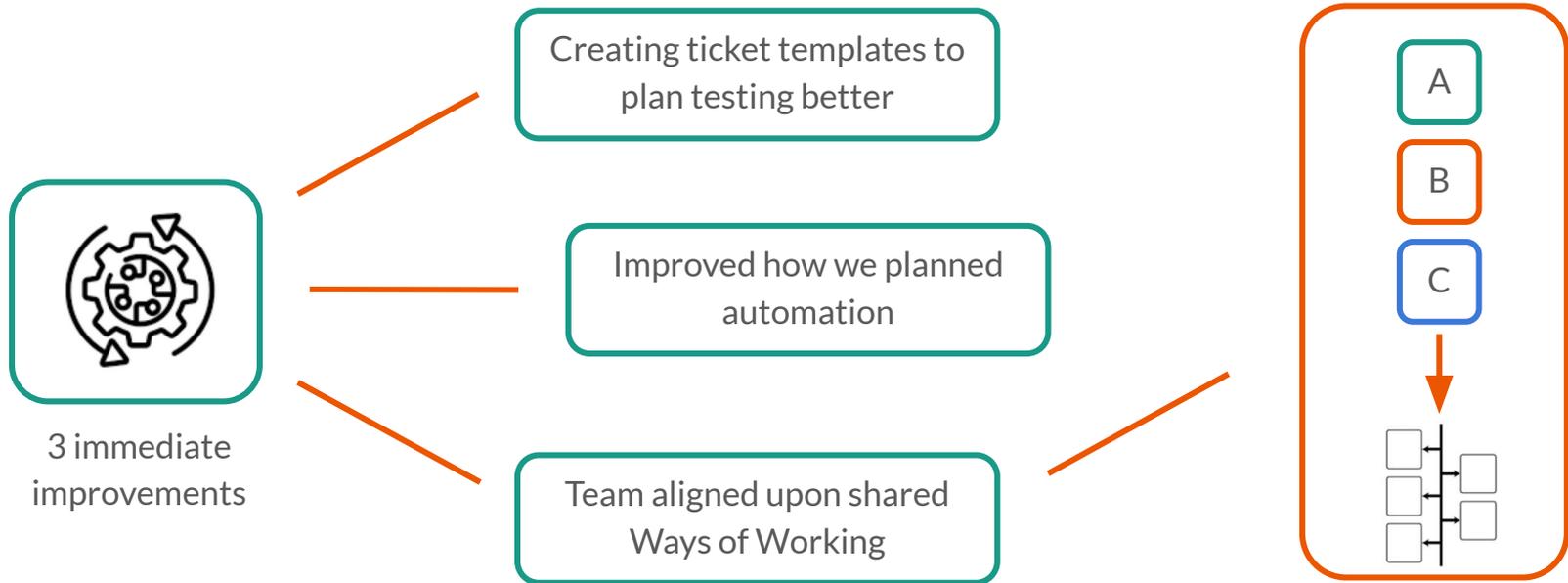


Great team
day and huge
success!



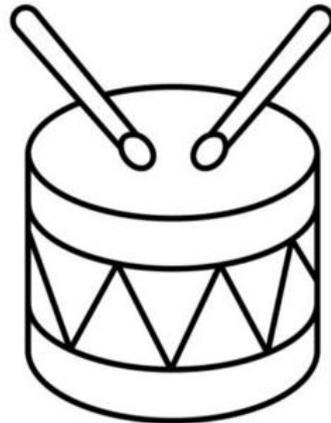
Outcomes and Visual WoW

Outcomes and Visual WoW



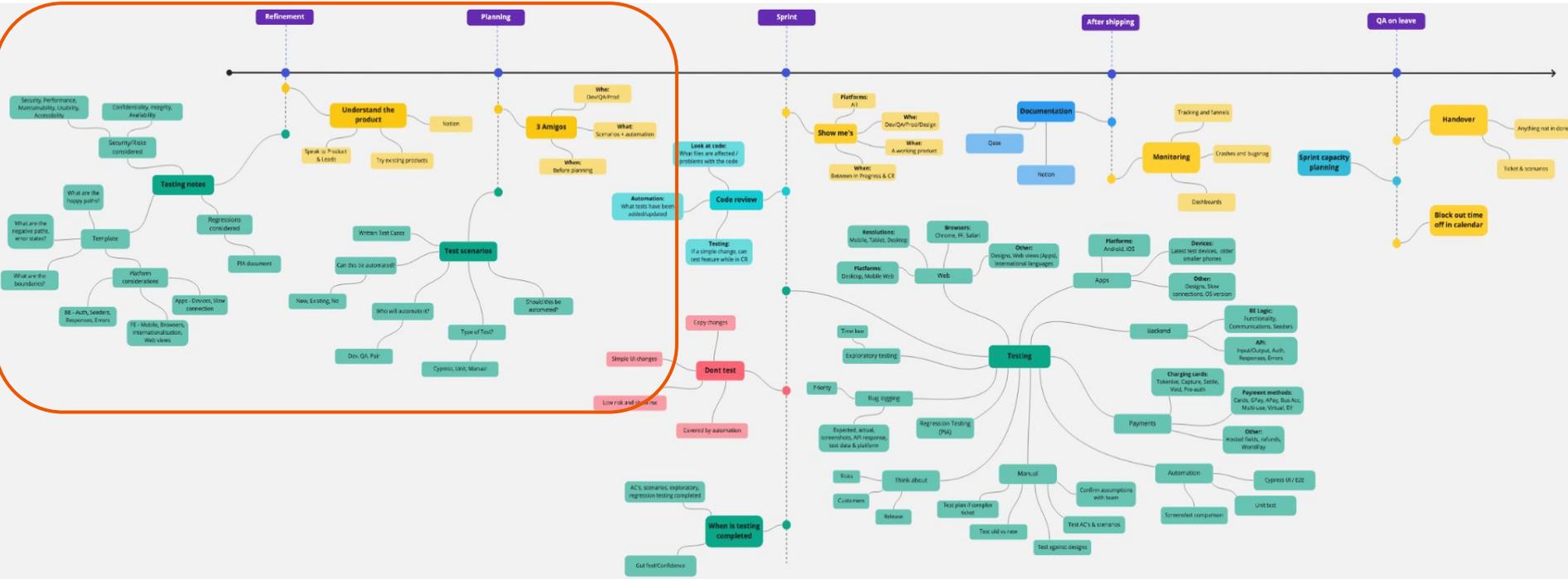
Outcomes and Visual WoW

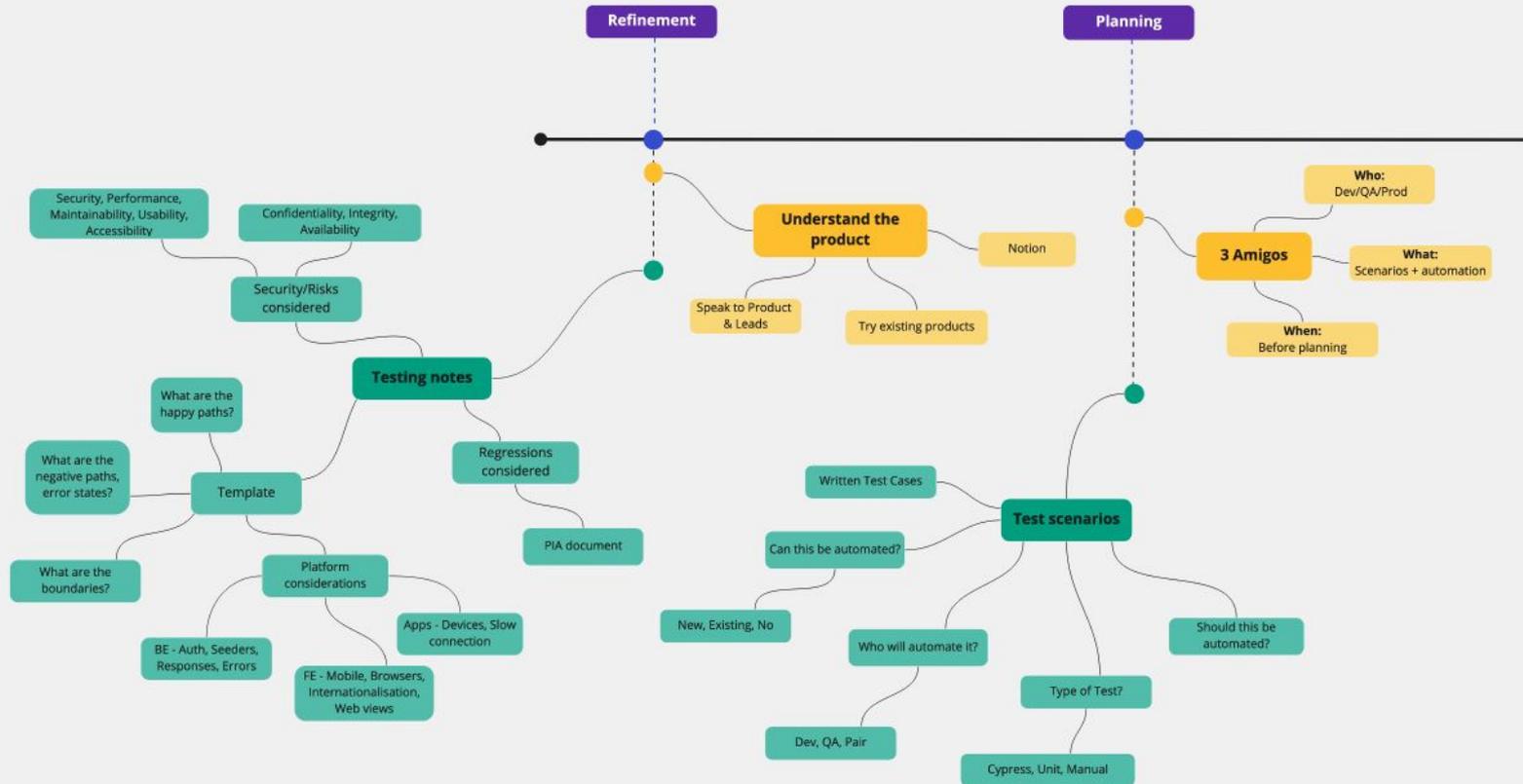
1 month later we finished our first draft visual Ways of Working:



First draft:

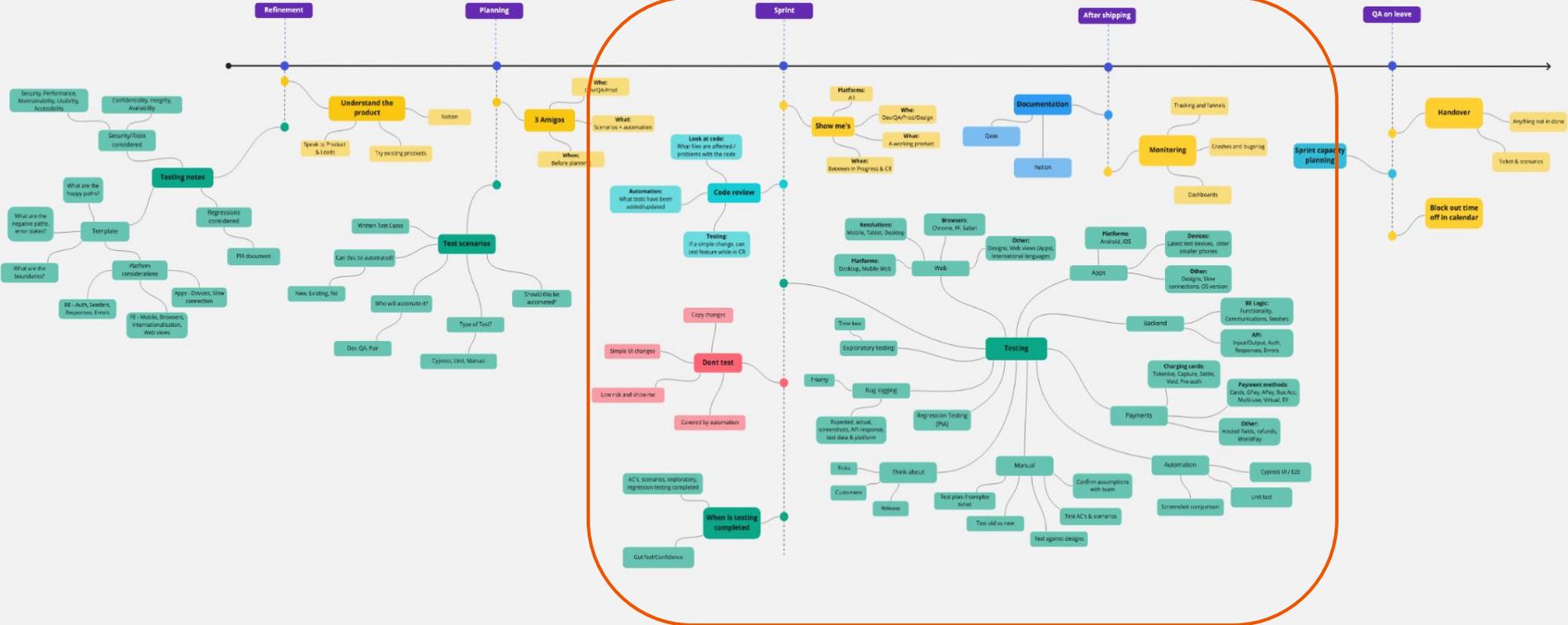
Before testing

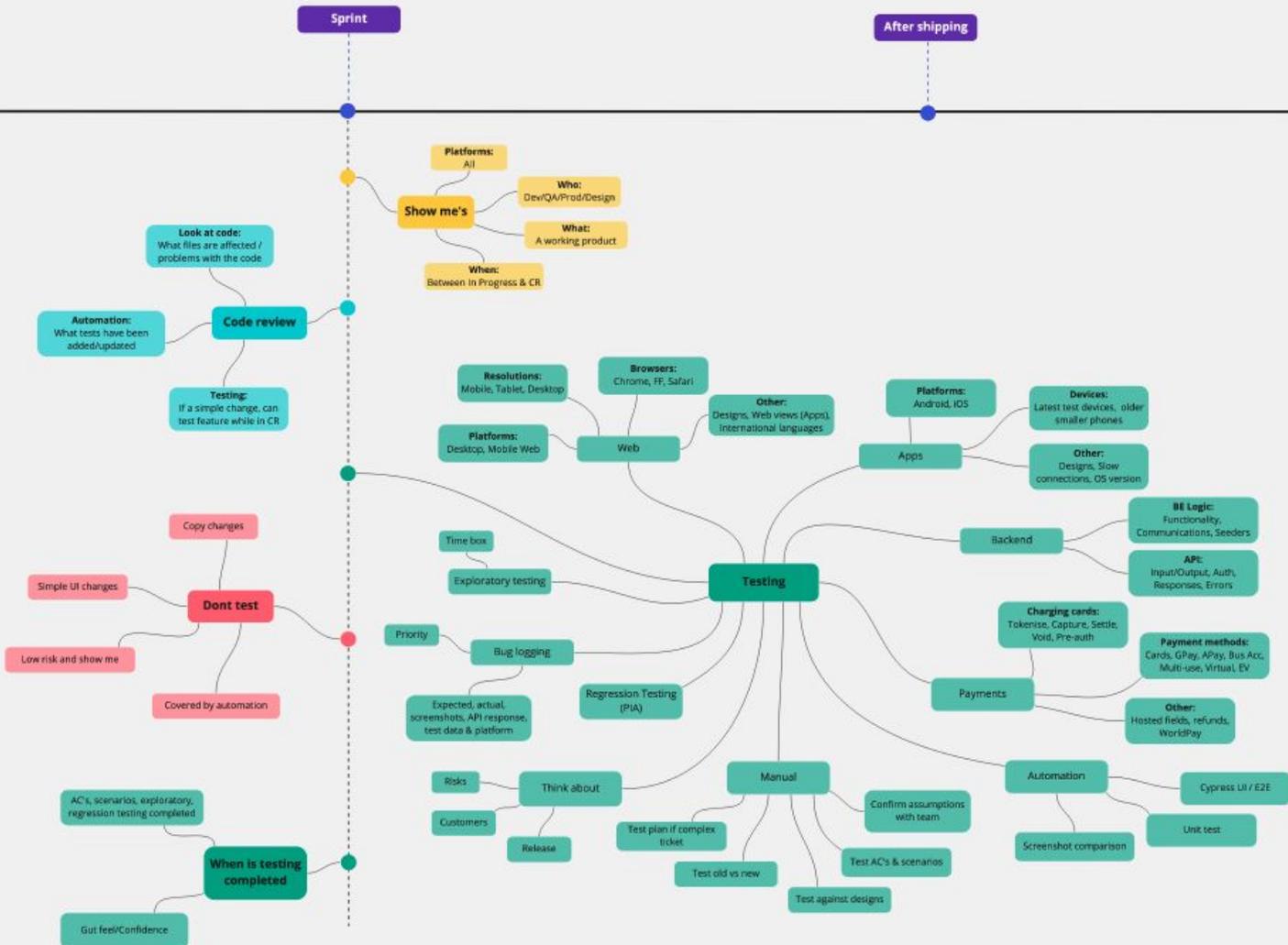




First draft:

During testing

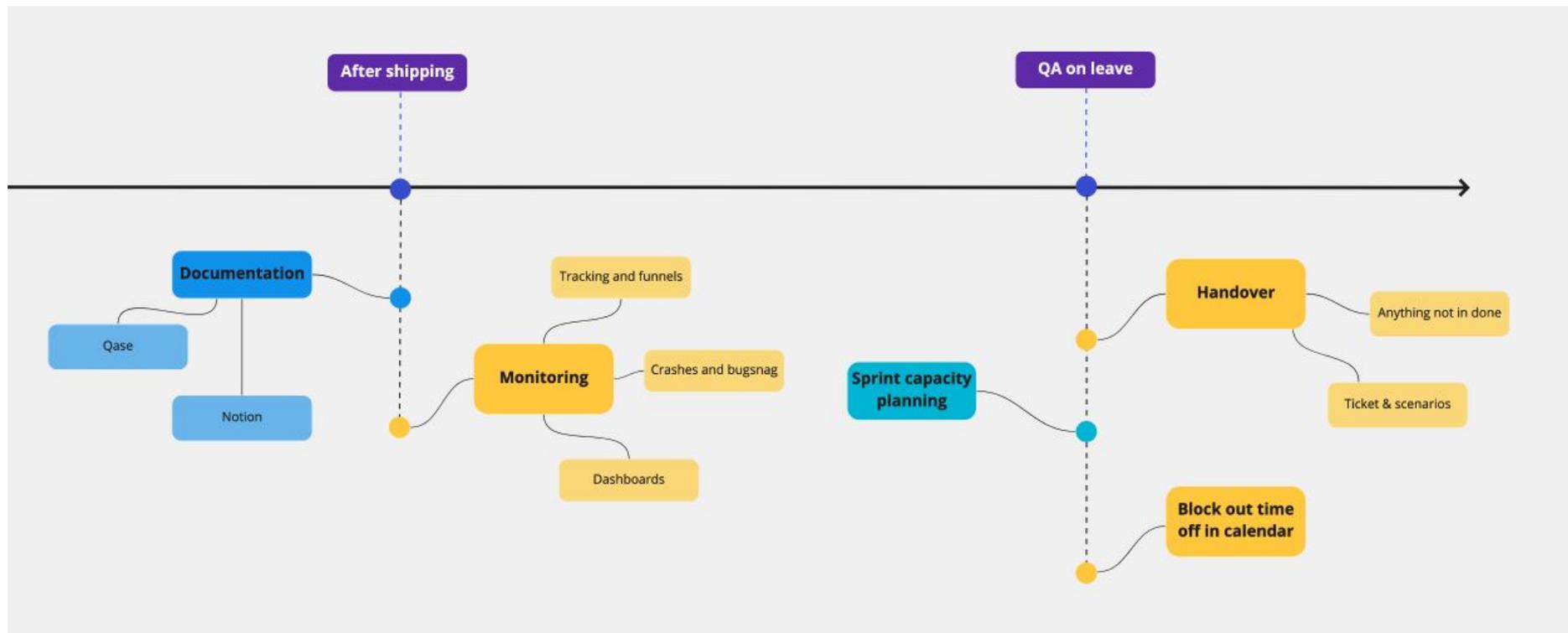




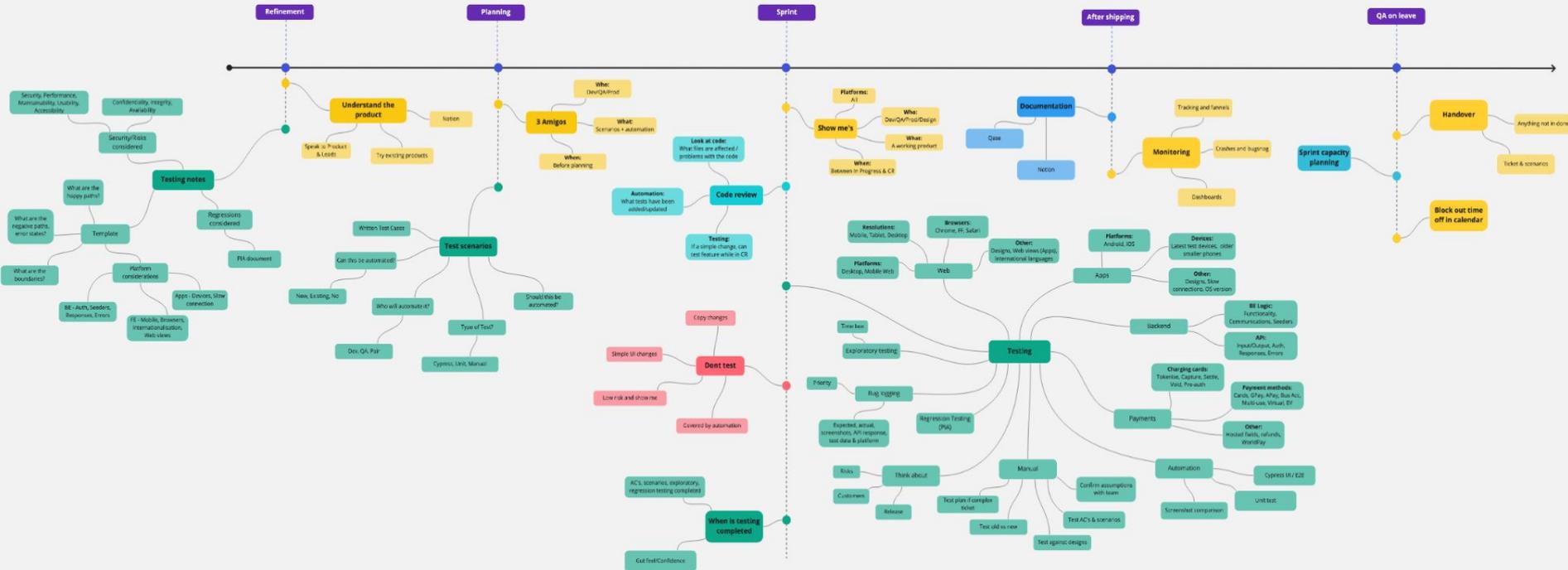
First draft:

After testing



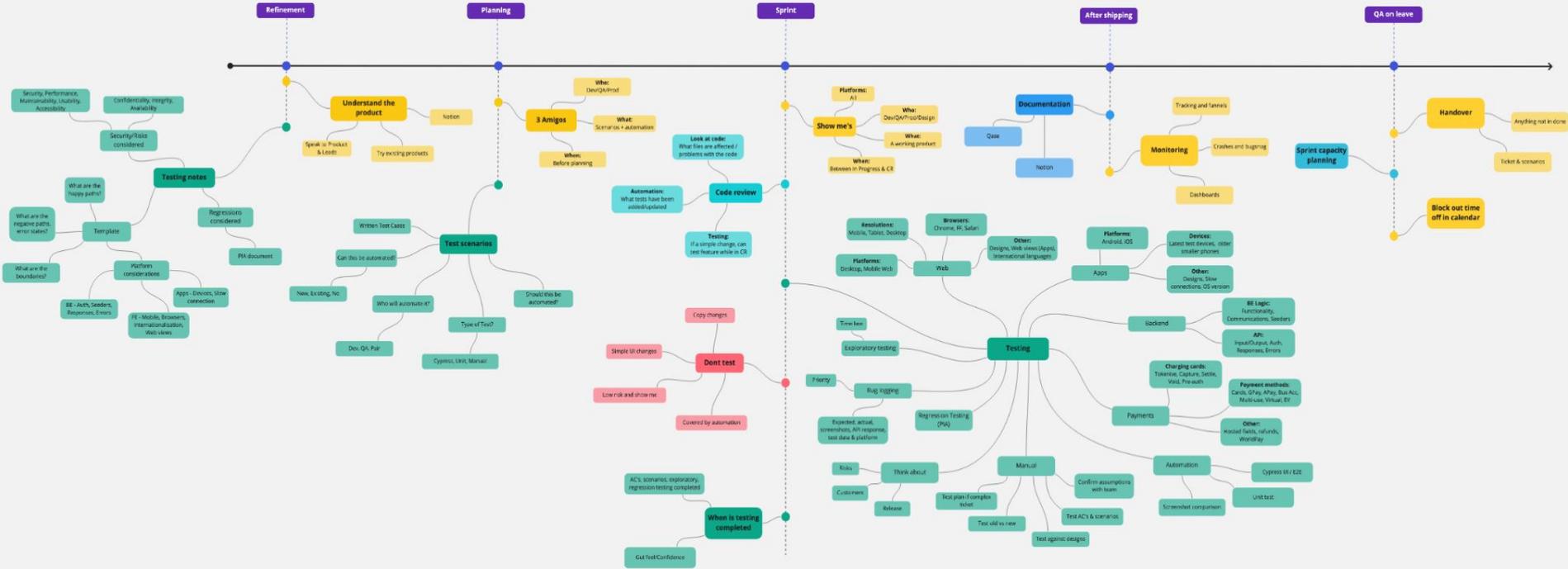


First draft:

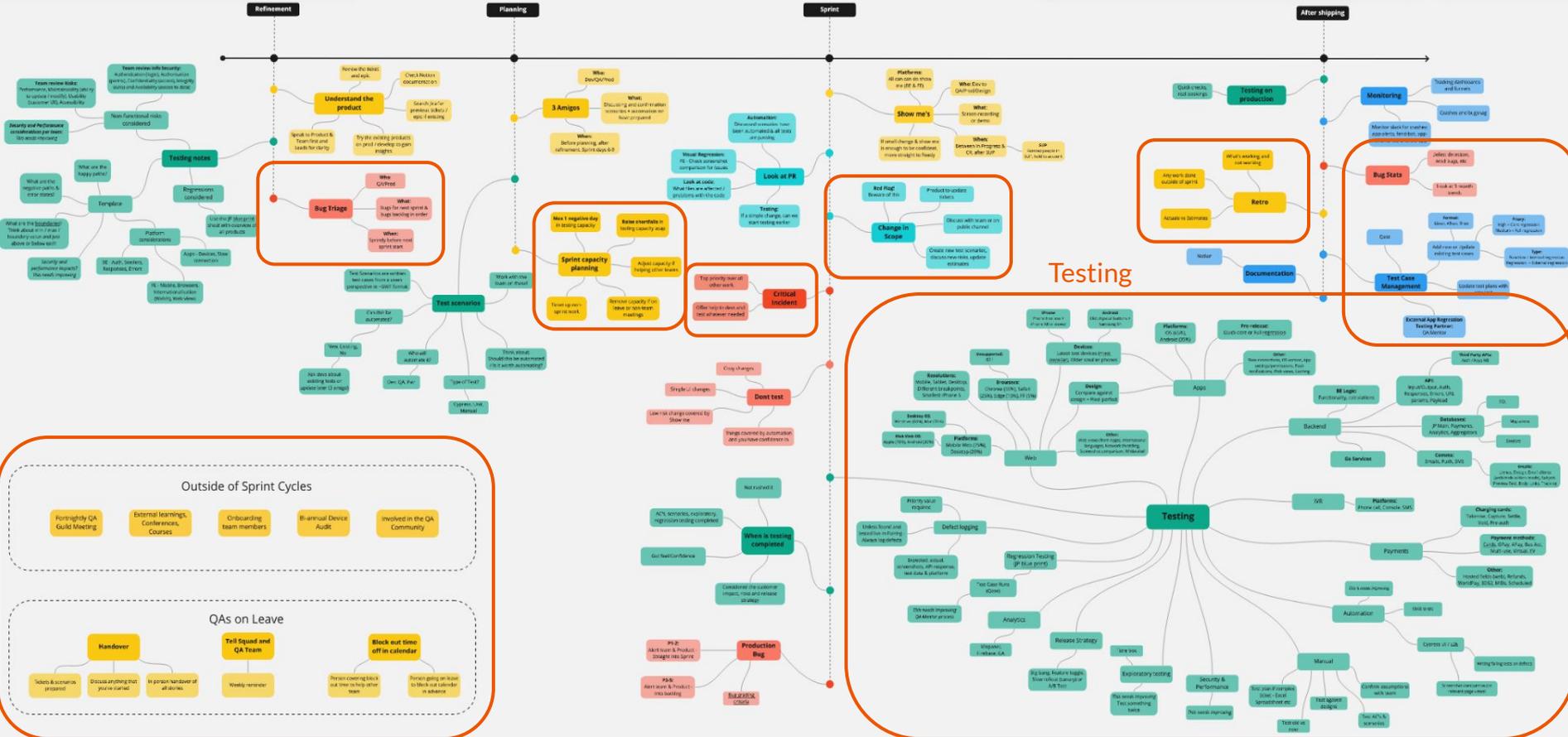


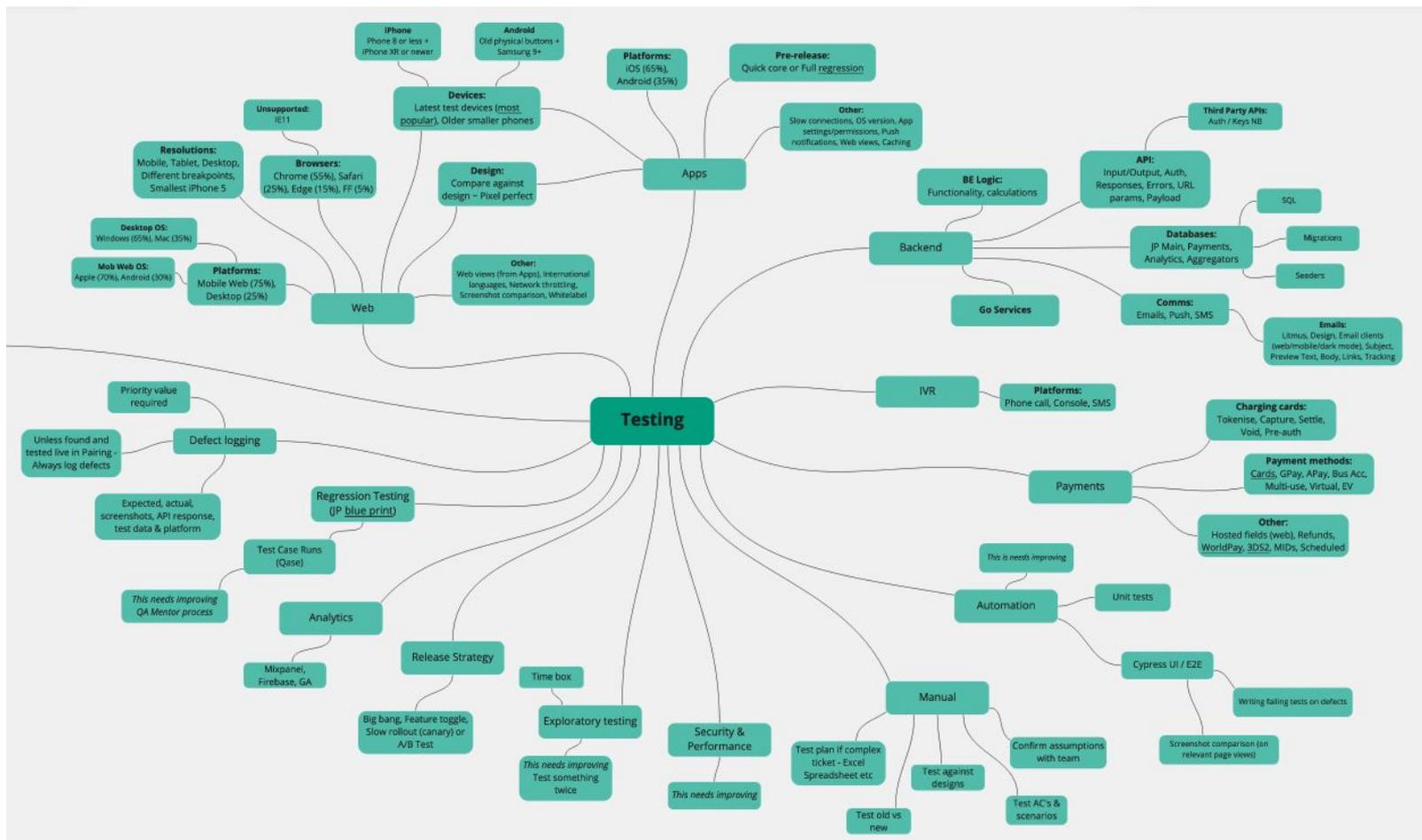
Continuous Improvements

From this:



To this:





Lessons Learnt

Lessons Learnt



These things take time.
Make it a quarterly goal

Not going to follow WoW
perfectly all the time

QAs have a LOT of
responsibilities



Team work
makes the
dream work

Shoutout to the Workshop Team



The End... for now
Go forth and WoW your teams!

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<https://medium.com/@robbie.falck>