

# You Want Me to Test?!

*How our team shifted from a 'Only testers can test' mentality to everyone being willing to say 'I'll grab the next card in QA'*

# What are we going to discuss today?

- My teams story
  - Team/process background
  - Proposed solution
  - In practice
  - What's happening now
- Challenges faced in this change
- Lessons learned from it
- Q&A + Share your story!

# Our Team's Story



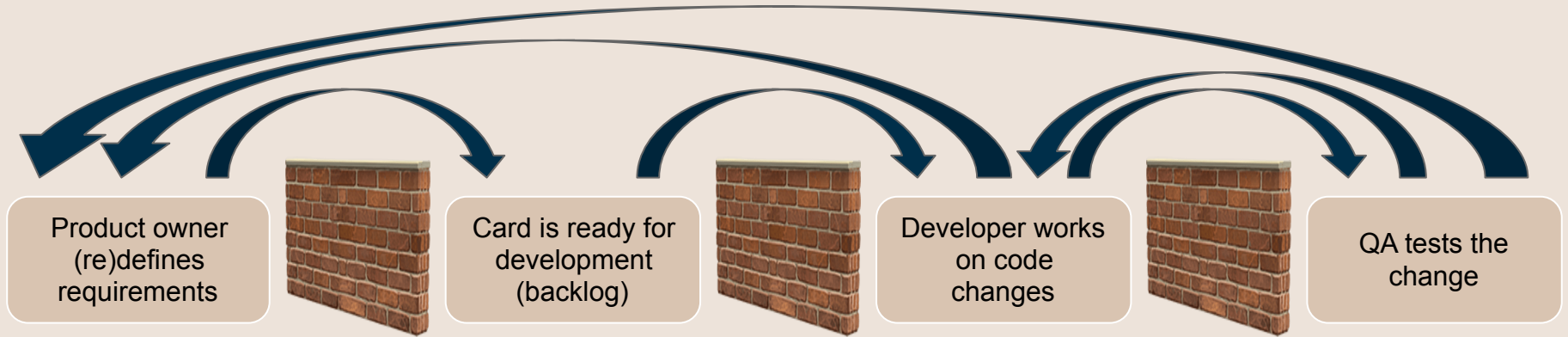
# Team Background

~3 Project Owners

18+ Developers  
3 Development Managers

2 Test Specialists  
1 Test Strategist

# Team Process



# So what gaps/issues do we have?

## The symptoms

- Lots of looping back and rework
- Bottleneck of cards waiting in QA
- Everything had to be manually tested

## The root cause

- Over the wall process
- Large dev to test ratio for work
- Lack of understanding of what/how to test

**So what should we do?**

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Talk about it!





# Proposed changes

- Redefine how we identify teams
- Involve the whole team in project decisions/meetings
- Empower the whole team to test
- Cut out the 3 day manual regression

# Changes for the Teams

- Definition of team changed
  - (Was previously dev team, test team, product team. Now we have teams comprised of all of those)
- Better understanding needed of each others roles
- Better communication required

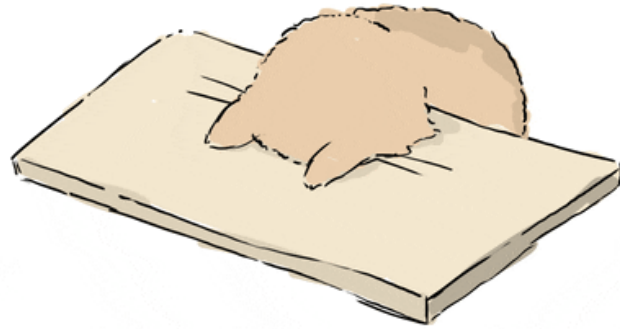
# Changes for the Testers

- Testers are not the only ones who test
- Take on more of a coaching role
- Take the initiative to get involved in discussions, meetings etc to be a voice of quality in all aspects of the team life.

**In practice**



First month...



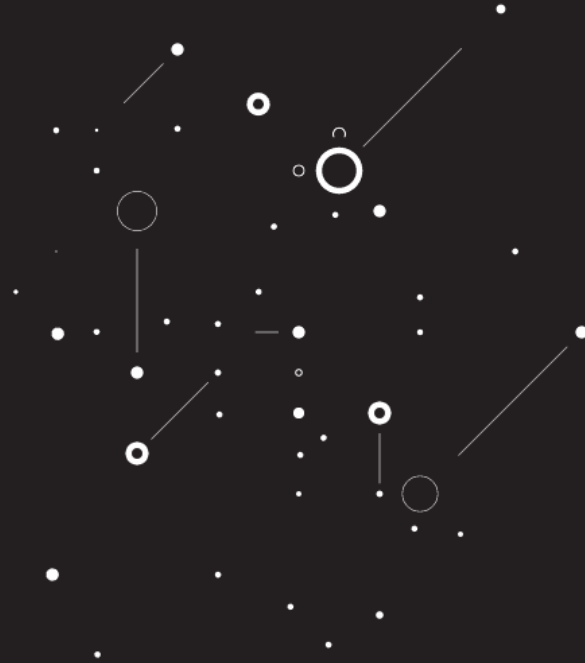
# What wasn't working?

- Low adoption rate
- Egos & attitudes interfering
- Not enough explanation of the why, just the how
- Prescribed change instead of natural change

# What did we do?

- Slowed our approach down
- Found champions, focused on them
- Pair testing
- Asked more questions
- Invited ourselves to more meetings

Future months...

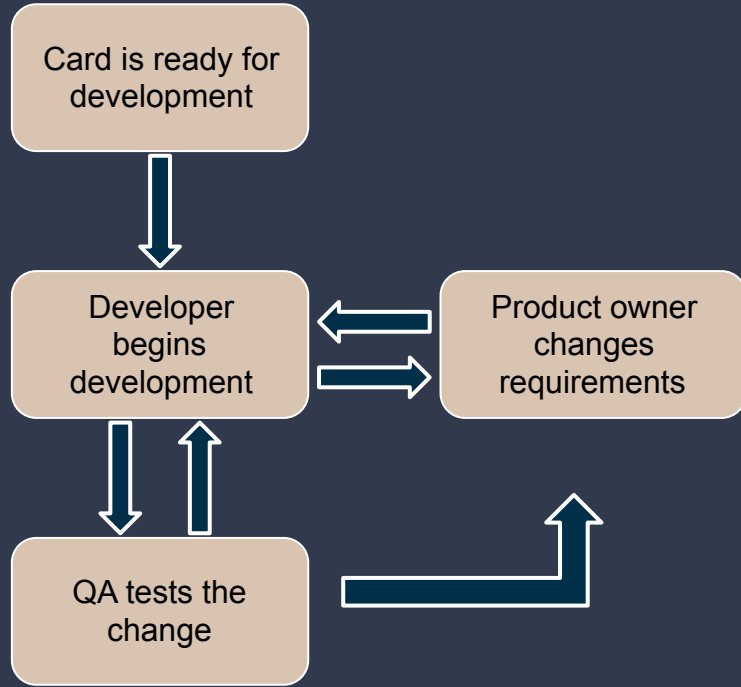


**What does it look like now?**

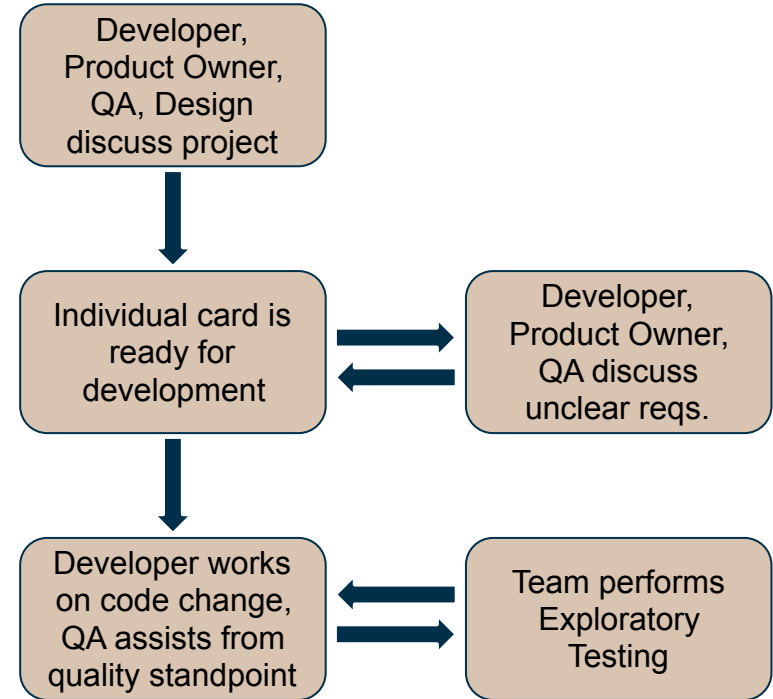
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# Before



# After



# So what really changed?

1. We shifted ~~testing~~ the quality mindset left
1. We empowered the team to do Exploratory, Session Based Testing

# Challenges & Lessons



# Challenges

- Old habits are hard to break
- Not everyone wants to change
- Team changes let us fall into old habits
- Prescribed change instead of suggesting or doing an experiment

# Lessons Learned

- Start with baby steps & champions
- Make sure everyone has context
- Be ok with slow progress & failures
- Start with empathy and build from there

**Questions?**  
**Share your story!**

