

# TestCon Europe 2019

The biggest software testing conference in Europe

📅 15-17 October 📍 Vilnius or via live streaming

# Improving Software Quality with Retrospectives

TestCon Europe, Vilnius, Oct 16-17 2019

Ben Linders

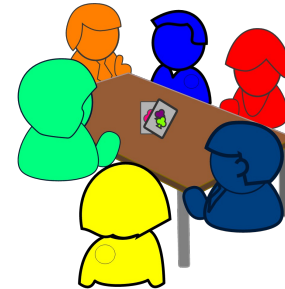
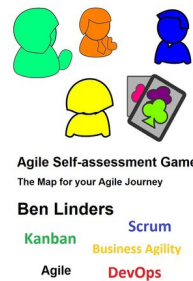
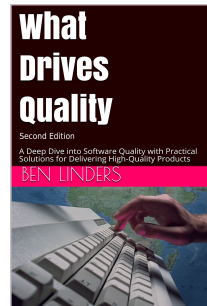
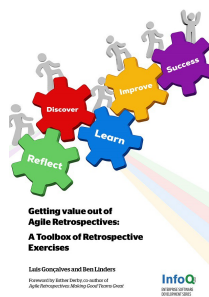
**Trainer / Coach / Adviser / Author / Speaker**

**Agile, Lean, Quality & Continuous improvement**

**Freelance Editor for [InfoQ.com](https://www.infoq.com)**

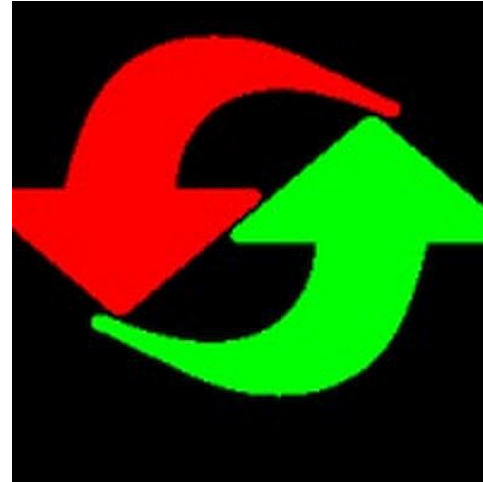
Books: Getting Value out of Agile Retrospectives    What Drives Quality  
Agile Self-assessment Game    Continuous Improvement

Games: Agile Self-assessment    Agile Coaching Tools



# Agile Retrospectives

- ✓ Reflect, Learn, and Adapt
- ✓ Foster Self-organization
- ✓ No “first time right”
- ✓ Ok to fail, if you learn from it



- **Sustainable Improvement through Agile Retrospectives**

# Retrospectives for Quality

**Root Cause  
Analysis**

**Agile  
Self-assessment  
Game**

**Futurespective**

**Stop the Line**

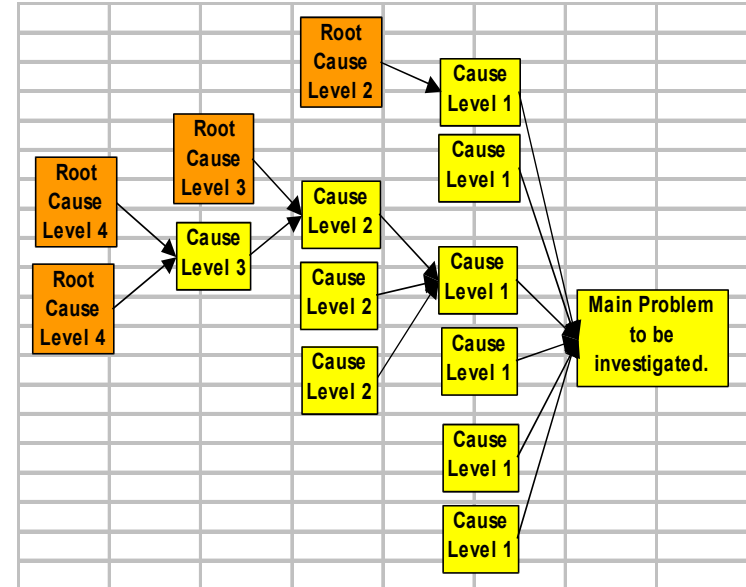
# Root Cause Analysis

Initiating causes of problem  
Fix to prevent similar problems

- Major defects from test / customers
- Significant disturbances
- Re-occurring problems

Five times why exercise    Apollo RCA

Cause – Effect chart



# Root Cause Analysis – Success Factors

RCA cost/benefit

- Loss due to the problem
- Cost/benefit preventive actions



- ✓ “Just enough” RCA sessions
- ✓ Effective facilitation
- ✓ Communicate actions

**Key Success Factors**  
**Business Value RCA**

# Awesome Product Futurespectives

- Imagine you created the best quality product ever
- Celebrate the success
- Imagine what you did to get there
- Discuss how you dealt with problems

Back to present, reflect and learn!

Awesome Product Futurespective



# Futurespectives

- ✓ Positive
- ✓ Liberating
- ✓ Solution Focused

Flip-thinking  
(Omdenken)

**It isn't that they can't see  
the solution. It is that they  
can't see the problem.**

**OM** the dutch art  
**DENKEN** of flip-thinking

*G.K. Chesterton*



# Self-assess Quality & Testing

## Agile Self-assessment Game

- ✓ Gamification
- ✓ Discuss/Learn
- ✓ Health check
- ✓ Take action



## Testing Coaching Cards Quality Coaching Cards



Agile Testing  
Coaching Cards

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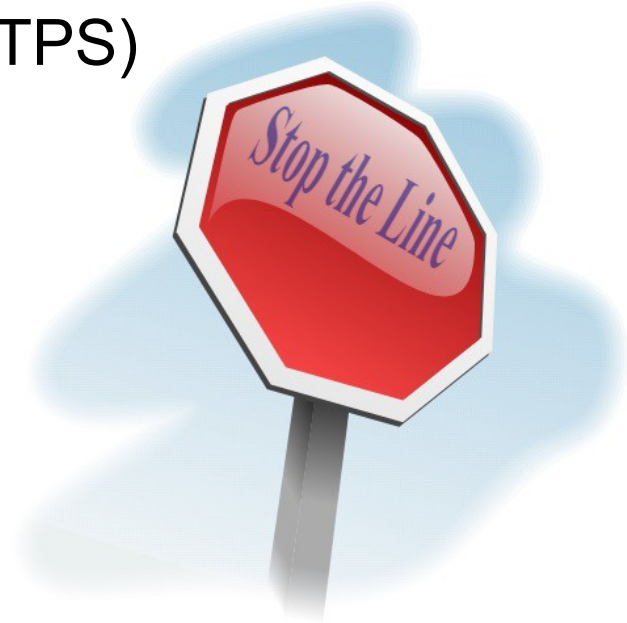


Agile Quality  
Coaching Cards

# Stop the Line Retrospectives

Andon from Toyota Production System (TPS)

- Problem? Pull the Andon!
- Collect problems
- Decide what to address
- Analyze & Define Actions



Stop the Line Exercise

# Stop the Line Culture

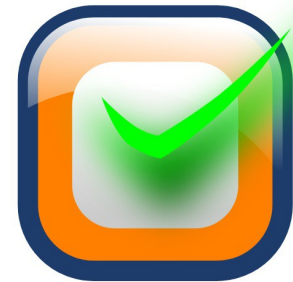
- Put the andon where the team is working
- Encourage team members to stop development anytime
- Allow to invest time to understand and take action



# Improving Quality with Retrospectives

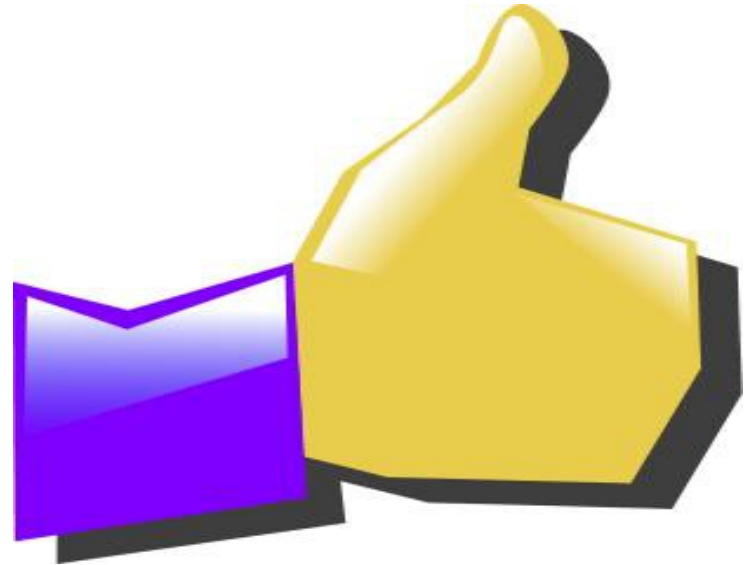
- ✓ Explore problems deeply with Root Cause Analysis
- ✓ Do futurespectives for building awesome products
- ✓ Assess quality & testing with Agile Self-Assessment Game
- ✓ Solve quality issues with Stop the Line exercise

Improve Software Quality with Retrospectives



# Bonus: Effective Retrospectives

- ✓ Why over how
- ✓ Good facilitation
- ✓ Effective exercises
- ✓ Frequent, small steps
- ✓ Vital few actions



# Questions?

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Trainer / Coach / Adviser / Author / Speaker

**Agile, Lean, Quality & Continuous Improvement**

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# Background Information



# Valuable Agile Retrospectives

## Getting Value out of Agile Retrospectives

By Luis Gonçalves & Ben Linders

Download from [InfoQ](#) or [Leanpub](#)

Buy on [Amazon](#) or other webshops

[amazon.com/dp/B00SWJO1DI](https://amazon.com/dp/B00SWJO1DI)

[leanpub.com/gettingvalueoutofagileretrospectives](https://leanpub.com/gettingvalueoutofagileretrospectives)

Mailinglist: [eepurl.com/Mem7H](https://eepurl.com/Mem7H)

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**Getting value out of  
Agile Retrospectives:  
A Toolbox of Retrospective  
Exercises**

Luis Gonçalves and Ben Linders

Foreword by Esther Derby, co-author of  
*Agile Retrospectives: Making Good Teams Great*

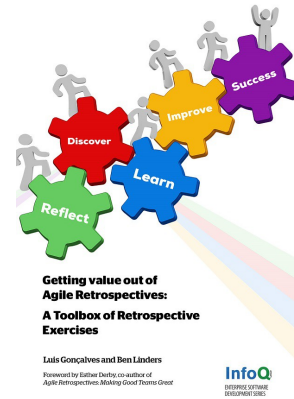
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# Inspiration for Retrospectives

## Retrospective Exercises:

- [amazon.com/dp/B00SWJO1DI](https://amazon.com/dp/B00SWJO1DI)
- [benlinders.com/exercises/](https://benlinders.com/exercises/)
- [benlinders.com/ask-your-agile-retrospective-q](https://benlinders.com/ask-your-agile-retrospective-q)



# Retrospectives Book Bundle

Six successful retrospectives books

- Getting Value out of Agile Retrospectives
- Fun Retrospectives
- Fifty Quick Ideas to Improve Your Retrospective
- The Retrospective Handbook
- Retrospectives for Organizational Change
- The Retrospectives Kickstarter

[leanpub.com/b/agileretrospectives](https://leanpub.com/b/agileretrospectives)

**Make your agile retrospectives rock!**  
**Teams will love to do them :-).**

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Agile Retrospectives



these books have a price of \$55.76, get them for \$37.08

# What Drives Quality

## Deep Dive into Software Quality with Practical Solutions for Delivering High Quality Products

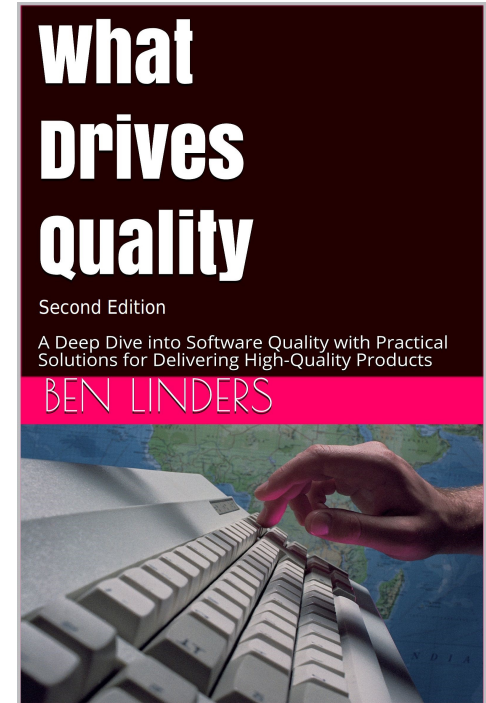
for software developers and testers, architects, Product Owners, agile coaches, Scrum masters, project managers, and operational and senior managers who consider quality to be important

Released: September 30, 2017

Second edition: 2019

Available on [Amazon](#), [leanpub](#), [BenLinders](#)

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# Assessing your Agility

Over 70 tools:

- Self-Assessment checklists
- Readyness checks
- Maturity assessments
- Agile health checks
- Measurements
- And much more!

How Agile are you?



Self-assessments

Agile Self-Assessments

# Services for Agile Self-assessments

Services for assessing your agility and increase delivered value:

- **In-house workshop** for playing the Agile Self-assessment Game
- **Public workshops** to experience the Agile Self-assessment Game
- Agile assessment for your team, department, or organization
- Facilitation for playing the game at your event (conference, meetup, hackathon, game lab, etc)
- Tailoring the Agile Self-assessment Game to your specific needs
- Licenses for playing the game
- ...

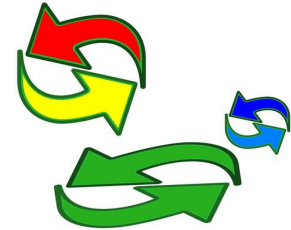


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# Continuous Improvement

“Continuous Improvement is the act of continuously doing whatever helps to become better and thus more valuable”

- ✓ Become aware of importance of continuous improvement,
- ✓ Explore how it's engrained in agile software development
- ✓ Suggestions that you can use in your daily work to improve continuously



**Continuous Improvement**

Doing whatever helps to become better  
and thus more valuable

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**Increase your organization's agility!**

[Leanpub.com/continuousimprovement](https://leanpub.com/continuousimprovement)

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