

QA –



**Positive Communication Messages &
Productive Cooperative Mindset**

Presented to VanQ

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Abstract



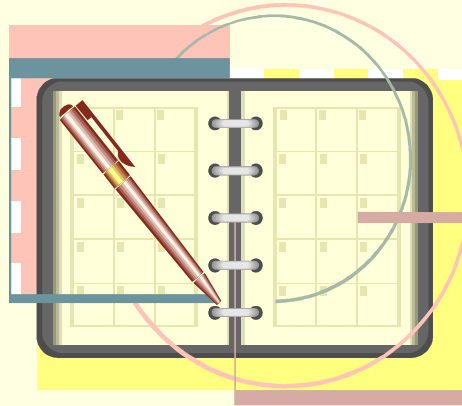
- To do well as a QA Tester, having excellent technical skills and aptitude to learn are important elements. But if one aspires to become very successful in QA Testing, one needs not only to be a skilled **technician**, but be a **politician** at times as well. As one rises up the QA ladder or look for new opportunities in the QA field, **there are many people that he/she needs to interact with** – ranging from CEO, Marketing VPs, project managers, to developers, testing peers, support staff, external auditors.
- **“How should I interact with the different departments? What kind of image should I project? What kind of mindset should I have as I deal with the people whom I have to work with?”** These are some of the questions that a QA tester will ask as he/she progresses through the corporate ranks along the ‘QA’ journey.
- This seminar aims at providing insights, through the presenter’s experience, to **help a QA tester improve his/her communication with different staff and ‘swim smoothly’ in high-tech environment.** The presenter will highlight different ‘key messages’ that the audience will find helpful to convey to various staff in their future interactions with them.

About the Presenter



- **Jackson Lee** has been involved in high-tech industries for more than two decades. He has broad experience with startups and large companies (Alcatel, Hewlett-Packard, TELUS, MPR Teltech). He has played different roles in the entire product development and operations lifecycle (**software designer, technical support specialist, project manager, process improvement specialist, QA testing engineer, manager, director**).
- Jackson's diverse career also included **15+ years' experience leading global QA testing teams** and successfully verifying integration of networks and applications. He was Director of Testing and Quality Control at SmarTire Systems and held numerous QA Testing Manager/Director positions in various organizations. Jackson has strong expertise in QA testing, project management and process implementation. He is a certified ISO9001:2000 / TS16949 Quality Auditor.
- As an enthusiastic quality practitioner, Jackson is **passionate** about working with team members and ensuring timely releases of high-quality products to customers. He holds **Bachelors (UNB) and Masters (UBC) degrees in Electrical Engineering**, an **MBA** from UBC, and **PMP**. He is planning to obtain **CMQ/OE** designation as his next 'quality' target. Jackson speaks 5 languages and is an avid badminton player.

Agenda



1. INTRODUCTION

2. How to talk to:

- ◆ Sales and Marketing
- ◆ Project Manager
- ◆ Engineering (Developer, Manager)
- ◆ QA Testing members (QA Tester, Manager/Team Lead)
- ◆ Production Support Staff
- ◆ Auditor
- ◆ CEO

3. CONCLUSION

1. Introduction

** A QA Testing practitioner has to interact with different people on a daily basis.

Remember the two **PCMs**.....



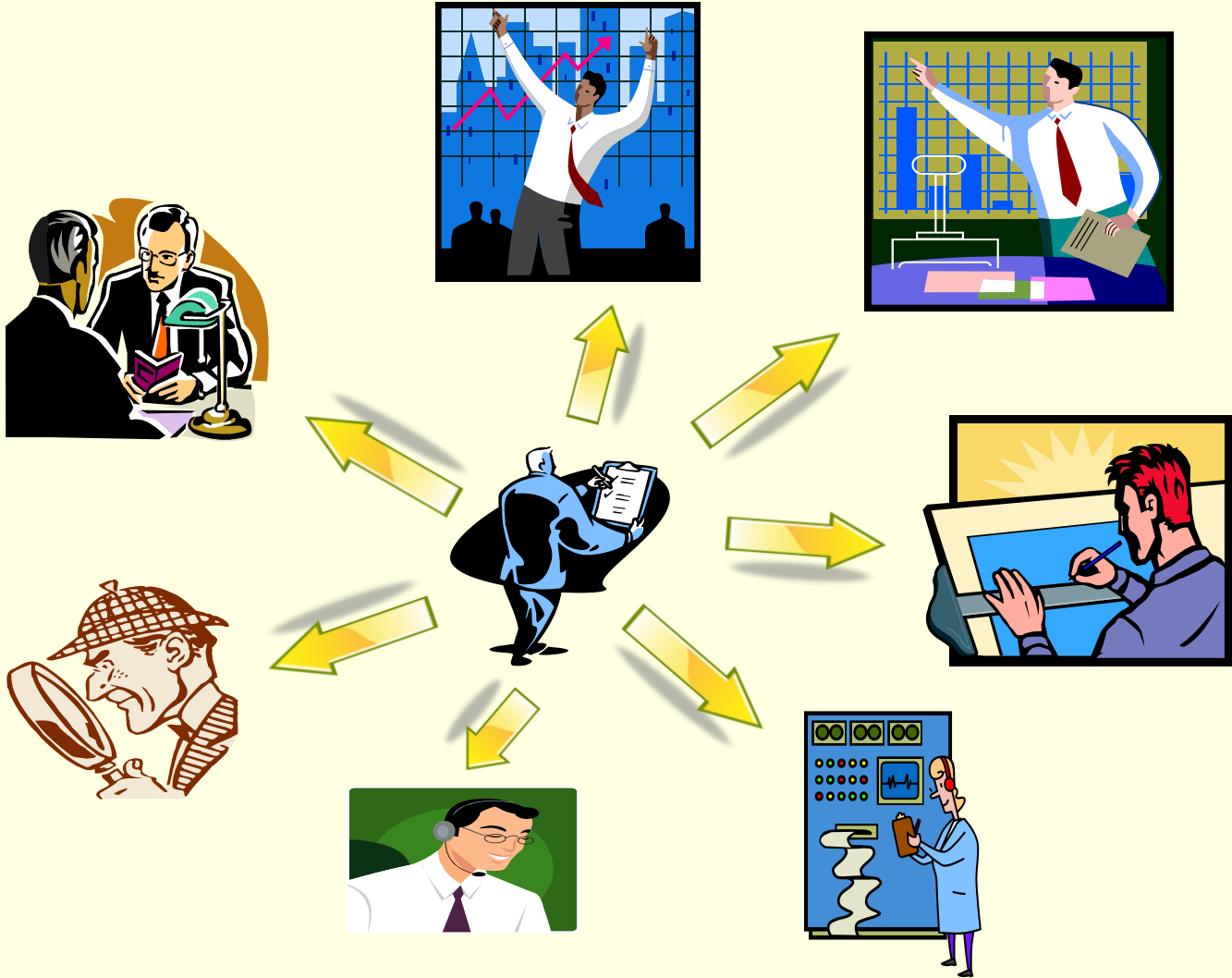
Q: “What kind of message should I be conveying to them?”

A: Positive Communication Message / Information

Q: “What kind of mindset should I have as I deal with them?”

A: Productive, Cooperative Mindset

2. QA Interacts with Different Depts



◆ Sales and Marketing



Positive Communication Message:

- ✓ " We will meet your requirements as per our discussion... "

Productive, Cooperative Mindset:

- ▶ Ensure that the project sponsor and team do not overpromise our customers
- ▶ Set realistic delivery expectations

◆ Project Manager

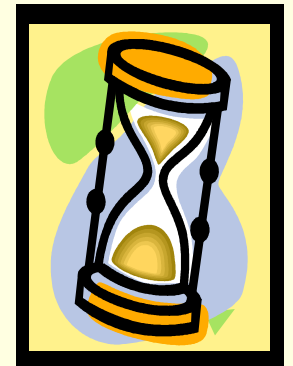


Positive Communication Message:

- ✓ Project Status, Concerns
- ✓ Clarify delivery expectations – Scope, Time, Quality, Cost

Productive, Cooperative Mindset:

- ▶ How can I help the project?



◆ Engineering



Positive Communication Message:

- ✓ Process: Proper development, defect management protocol
- ✓ Testing: Test Coverage and Scope

Productive, Cooperative Mindset:

- ▶ Win/Win
- ▶ Clarify what we will/can test, and what we will not/cannot test

◆ QA Testing



Positive Communication Message:

- ✓ "We need to achieve the QA testing objectives as per agreement from discussions with other departments.."

Productive, Cooperative Mindset:

- ▶ Complete the Requirement Traceability Matrix



Requirement Traceability Matrix (RTM)

REQUIREMENT TRACEABILITY MATRIX (RTM)									SOFTWARE Release x; Revision y
Customer Requirement / User Story ID	Title	Priority	Technical Requirement / Specification	QA Release Notes Section	Test Case ID in Test Grid	Testable (Y/N)	Overall Result	Acceptable for Current Release ?	Remarks
						Y	PASS		
						Y	FAIL	Yes	Failed in-house test Bug Log: Bug # 314 Bug Type: Functional Issue Bug Category: <u>Cosmetic</u> Action Recommendation: <u>To fix in next release</u>
						Y	FAIL	No	Passed in-house tests, but failed in beta field test. SHOWSTOPPER! Bug Log: Bug # 436 Bug Type: Performance Issue Bug Category: <u>Critical</u> Action Recommendation: <u>Engineering to fix before release</u>
						Y	PASS		
						Y	FAIL	No	Re-run of acceptance tests (using typical customer configuration) shows consistent failure. Bug Log: Bug # 258 Bug Type: Functional Issue Bug Category: <u>Major</u> Action Recommendation: <u>Engineering to fix before release</u>

Test Tracking Spreadsheet

Test Case ID	Active Test? (Yes /Obs)	Test Selected (Yes / No)	Priority	Est. Test Duration	Reqm	Test Category	Test Area	Test Title	Build	Tester	Date Tested	Results	Remarks
SW_S1_SAN_0001.0	Yes	Yes	1	1 hours		Sanity	Hotswap		5.0.0.42	Kelly	11/12/08	Pass *	
SW_S1_SAN_0002.0	Yes	Yes	3	2 hours		Sanity	Display		5.0.0.42	Kelly	11/15/08	Fail	
SW_S1_SAN_0003.1	Yes	Yes	2			Sanity	Transmission		5.0.0.42	Kelly	11/12/08	Pass	
SW_S1_SAN_0004.0	Obs	No											
SW_S1_SAN_0005.1	Yes	No											
SW_S1_FCN_0001.0	Yes	Yes	1	2 hours		Functional	Logging		5.0.0.43	Kelly	11/05/08	Pass	
SW_S1_FCN_0002.0	Yes	Yes	2	4 hours		Functional	Configuration		5.0.0.45			Not Tested	
SW_S1_FCN_0003.0	Yes	No				Functional	Transmission						
SW_S1_FCN_0004.0	Yes	Yes	1	3 hours		Functional	Reception						
SW_S1_SYS_0001.0	Yes	Yes	3	2 hours		System	Load Balance		5.0.0.42	Jim	11/05/08	Pass	
SW_S1_SYS_0004.0	Yes	Yes	2	3 hours		System	Fault Tolerance		5.0.0.42	Jim	11/05/08	Pass	
SW_S1_SYS_0004.0	Yes	No				System	Transmission						

◆ Production Support



Positive Communication Message:

- ✓ "What do you need?"
- ✓ "What can we do to help you reduce production issues?"

Productive, Cooperative Mindset:

- ▶ Put myself in their shoes. How I can help this group?

◆ Auditor

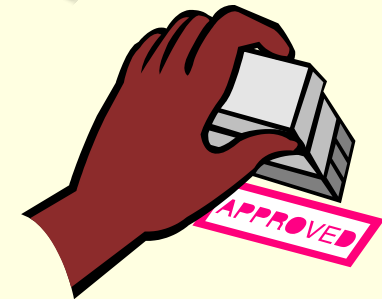


Positive Communication Message:

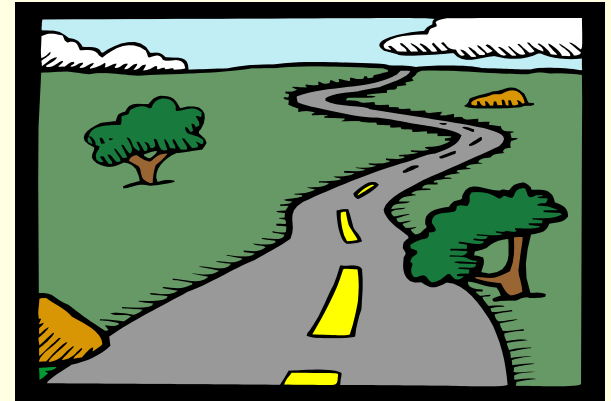
- ✓ "We comply..."
- ✓ "Here is the proof."

Productive, Cooperative Mindset:

- ▶ No more, no less



◆ CEO



Positive Communication Message:

- ✓ Direction
- ✓ “I will help your company save costs...”

Productive, Cooperative Mindset:

- ▶ What do I want to do for the company?



3. Conclusion



Person / Department	Positive Communication Message / Information (What do they need?)	Productive Cooperative Mindset
Sales and Marketing	<ul style="list-style-type: none"> " We will meet your requirements as per our discussion... " 	<ul style="list-style-type: none"> Ensure that the project sponsor and team do not overpromise our customers Set realistic delivery expectations
Project Manager	<ul style="list-style-type: none"> Project Status, Concerns Clarify delivery expectations - Scope, Time, Quality, Cost 	<ul style="list-style-type: none"> How can I help the project?
Engineering	<ul style="list-style-type: none"> Process: Proper development, defect management protocol Testing: Test Coverage and Scope 	<ul style="list-style-type: none"> Win/Win Clarify what we will/can test, and what we will not/cannot test
QA Testing	<ul style="list-style-type: none"> "We need to achieve the QA testing objectives as per agreement from discussion with other departments.." 	<ul style="list-style-type: none"> Complete the Requirement Traceability Matrix
Production Support	<ul style="list-style-type: none"> "What do you need?" "What can we do to help you reduce production issues?" 	<ul style="list-style-type: none"> Put myself in their shoes. How I can help this group?
Auditor	<ul style="list-style-type: none"> "We comply..." "Here is the proof." 	<ul style="list-style-type: none"> No more, no less
CEO	<ul style="list-style-type: none"> Direction "I will help your company save costs." 	<ul style="list-style-type: none"> What do I want to do for the company?

*The journey of a thousand miles starts with
a single step...*



I hope you enjoy the journey of QA Testing
Management as much as I do!

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