

# SQA Sojourn – *Lessons Learned from Six Appraisals*



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# Agenda

- **10 Lessons Learned (LL)**
- **Summary**
- **Other Lessons**
- **Wrap up**
- **Contact Info**

# LL #1

- **Senior Management Support is critical**



# LL #2

- **Runs Process Improvements as a regular project - Walk the Talk**

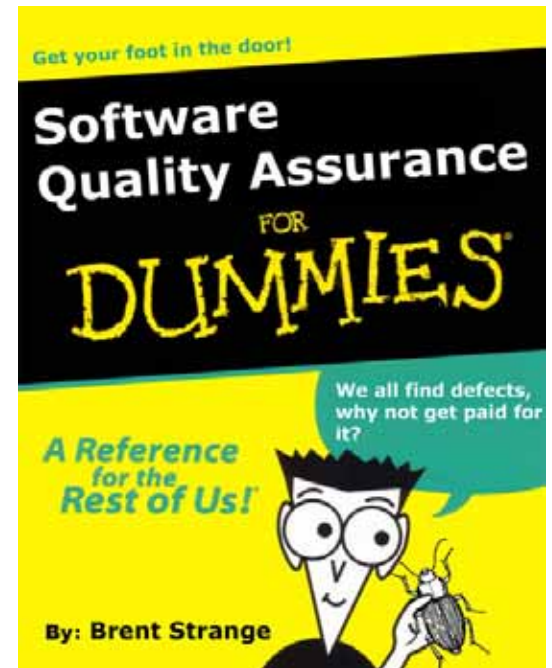
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**"If at first you don't succeed, shift the blame, change the rules, redirect the focus of your critics, spin the media, redefine success, and there won't be any need to try, try again!"**

# LL #3

- **SQA staff must be dedicated resources**
  - Add values



# LL #4

- **Do it right the 1st time**
  - Remember LL #1?



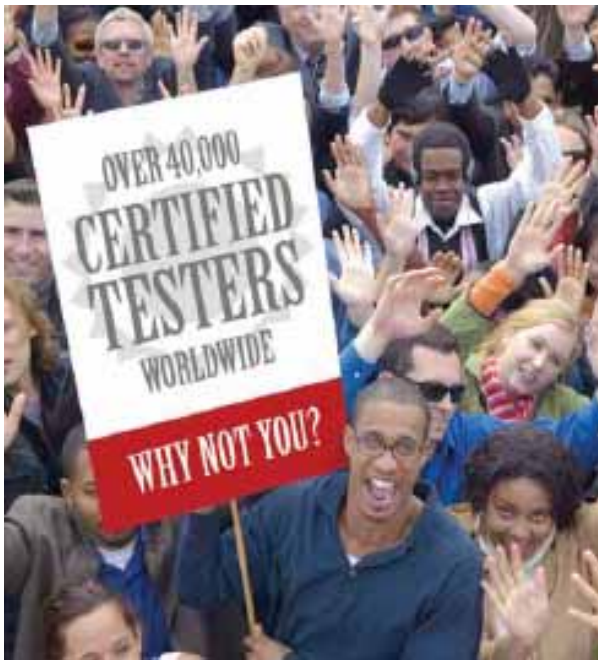
# LL #5

- **Don't Do It on the Cheap**
  - Unless it's a small IT shop that certification is a MUST for survival



# LL #6

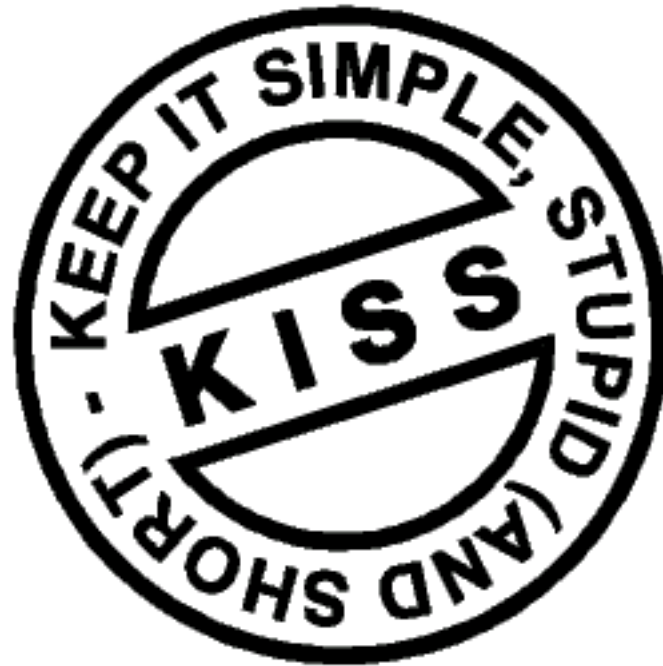
- **For the last time – We are not testers**





# LL #7

- **KISS**



# LL #8

- **Management by walking around**



# LL #9

- **Ongoing Training - Soft skills are key**



# LL #10

- Be an expert

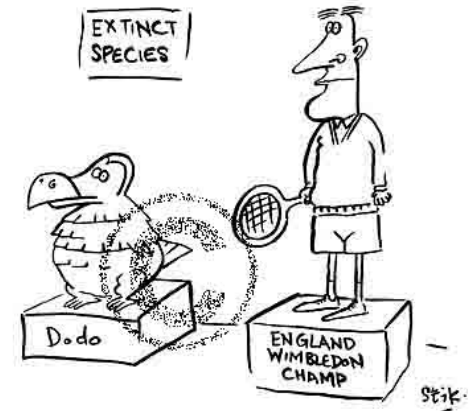


# Summary

- 1. Senior Management Support is critical**
- 2. Walk the Talk**
- 3. SQA staff must be dedicated resources**
- 4. Do it right the 1st time**
- 5. Don't Do It on the Cheap**
- 6. We are not testers**
- 7. KISS**
- 8. Management by walking around**
- 9. Soft skills**
- 10. Be an expert**

# Other Lessons

- **CMMI vs. LSS vs. Proj. Mgt. and Peer Review**
- **Objectivity**
- **Escalation**
- **Gaming**
- **Roll out SQA early**
- **Tracking**
- **Flexible but not lenient**



# Wrap Up

- **Q&A**

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