Tales from the Quality Journey

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A Career of Quality Learning
A Good Start
Applying What We Were Taught
Our First Great Team
Design for the Long Term

Fig. 3-20 An example of structured design
Tools and Automation

Ups

Downs
Simpler, Smaller, Better
Losing Things
The Well-Engineered, Low Defect Products that No One Wanted
Near-Zero-Defect Products

Personal reviews
Filtering out the defects
Making reviews effective
Preventing defects
Quality Insights Summary

❖ Start with education, provide training and coaching, and build in continuous learning.
❖ Build and sustain the team.
❖ Emphasize design and quality management over coding and testing.
❖ “Build the right product, and build the product right.”
Building the Right Product Right

- Work to understand the needs.
- Design to the needs.
- Work to make things simple and elegant and keep them that way.
- Plan quality, design it into the process, and actively manage it.
- Work iteratively and incrementally.
- Design the right process, then automate it.
- Keep organized.
A Continuing Journey...