

# The Value of TSP in Agile Practices Working Session Out-Brief

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# Working Session Overview

- Community of Practice (CoP) brainstorming
  - Driven by six core questions
- CoP Cycle I Analysis
- CoP Cycle II Planning
  - Goals (LAU 2)
  - Products & Services (Lau 3)

# 1) Purpose of a CoP

- Moral support
- Engine for growth/change/improvement
- Decide which working groups to create and what their expectations are
- Collaborate with each other to accomplish tasks and create artifacts that support our shared goals
- Share experience/tools/practices and evaluate which ones work best for the community
- Serves as a reminder that amongst all the other ideas and motivate in your life that this idea and its motivation are also important
- Use great collaboration and information sharing mechanisms to collect and disseminate ideas and information

## 2) What's working

- Contact & Awareness with leadership that is based upon performance data
- Education and training
- Zero errors are the main goal
- Bottom-up word of mouth at the engineering level
- Create and adapt standards of practice for the real world
- Custom made launches
- TSP works best when used consistently
  - Good results and goal internal PR
- Planning projects properly is delivering ?? for TPI/TSP projects and people
- Students claimed they like the PSP I/II courses
- Giving talks
- Encouraging engineers of quality (projects) to move into leadership positions
  - This will help to move/change the culture

# 3) Challenges Faced & Wisdom Gained - 1

- Teams claim they are unique – talk to the notion of products, plans, data, status
- Tools people use
- Finding places to speak to leaders
- “Discipline” perceived as a dirty word and therefore incompatible with Agile
  - Lots of resistance to defined process usage
- Formulate a real problem
- How to make spontaneous PR and visible success more repeatable
- A team that has been doing TSP a long time is now doing a project with poorly defined requirements so they decided to bring in Agile consultants to train the entire team on Agile (even though the plan to keep reviews and inspections)
  - What approach should the TSP coach take?
- Linking our knowledge of root causes (defects) to higher level (and visibility) problems
- Learning from failure

# 3) Challenges Faced & Wisdom Gained - 2

- Making day-to-day progress on CoP
  - Monthly meetings, yearly meetings (are good), grow the community
- “Political “ resistance at the management level
- Too tied to SEI
  - Hard to disseminate with current model of licenses and partners
- The process works if used
  - We still don’t know how to ??? It widely
- TSP has a credibility problem
  - Our results are too incredible for people to believe at face value
  - Then when they discover the licensing agreements and fees that must be paid to use TSP they are inclined to dismiss our results and metrics as a sales pitch
- TSP is not a quick fix so hard to get it to stick in a “flavor of the month” culture
- How to standardize the level of exigency required from different instructors?
- People are (often) not rational but they (almost always) think they are
- The advocate that moves to a wasteland

# 4) Accelerants to the Cause?

The key question we asked is “how can we grow our practices and success in an *Agile* world?” Key ideas included:

- Share ideas and success with each other
- Share data with each other
- Solve real organizational problems
- Improve and master the tools we use
- Get people on our teams to be part of the cause of overall improvement – get them to be member of the CoP

## 5) How do we Help our CoP members?

- Get our working group to run like a project and solve problems that across all of our needs (have a backlog, work in progress etc.)
- Newsletter with key information to CoP Members
- Grow membership to be more, with more skills and passion to share.
- Collaboration sites (forums, social media, etc)

## 6) Growing and Expanding our CoP?

- Rebranding
- Teach people young the experience and value of disciplined practice
- Publicity / public positive marketing
- A youtube channel to share best practices
- Launch *Outreach* as a working group
- Market research – learn how we can do better

# Outreach Personal Commitments

- Yoshi: Teach PSP to 100 Students
- Marsha: Write up success of CMU Student Team. Start a Facebook TSP page?
- J. McHale: Write and share outline for *PSP For Agile* book
- David Tuma: Further tool development.
- David Saint-Amand: Write two articles
- Alan : Publish ebook (kindle) on “Intelligent Evolution of Quality” / speak at Agile
- Jeff S.: Speak At Agile / Grow our TSP CoP
- Alejandro: Attend TSP CoP meetings
- David Stein: Create and Share a TSP Best Practices Checklist

# CoP – Cycle I Analysis

## Pluses

- ❑ International Symposium in Mexico City

## Deltas

- ❑ Not enough outreach within our own community
- ❑ Focused primarily in Mexico
- ❑ No further TSP symposiums are planned
- ❑ Lack of
  - ❑ Scope, Experiences, Mentors, Personal Value, etc
- ❑ Too much dependence on the SEI

# CoP – Cycle II Goals

- Personal value for all participants
- CoP increases in size(x2), value(x4), outreach(x8)
- Establish additional, prioritized working groups(x15) based on a mission statement and a time line
- Strategy for rebranding TSP
- Have a symposium
- Maintain and improve both the quality and quantity of TSP implementation within our own organizations
- Select and create stand-alone basic PSP training
- Give people multiple outlets for interacting
  - Phone calls, Blogs, IM Channels, conferences , meetings, workshops, FB page, internet forum, tweets
- Connect with the Agile community
- Broaden the pool of participants in the CoP
- Find ways to interest Agile people in using PSP/TSP
- Introduce models for younger people
- Introduce ideas of TSP to at least one organization that you deal with
- Encourage the use of SP principles by more people
  - Agile community and others (?)
- (Make) TSP CoP a platform for inspiring outreach