

Improving Software Quality with Retrospectives

TestCon Moscow, April 2-3

Ben Linders

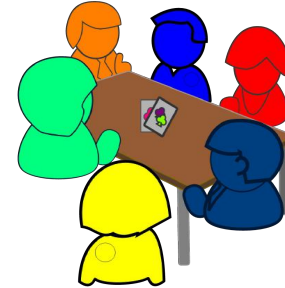
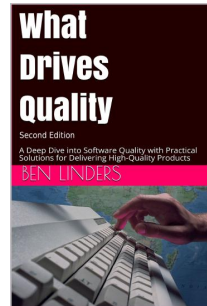
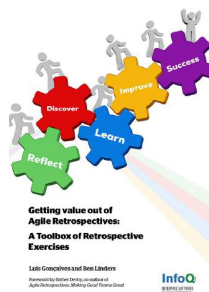
Trainer / Coach / Adviser / Author / Speaker

Agile, Lean, Quality & Continuous improvement

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

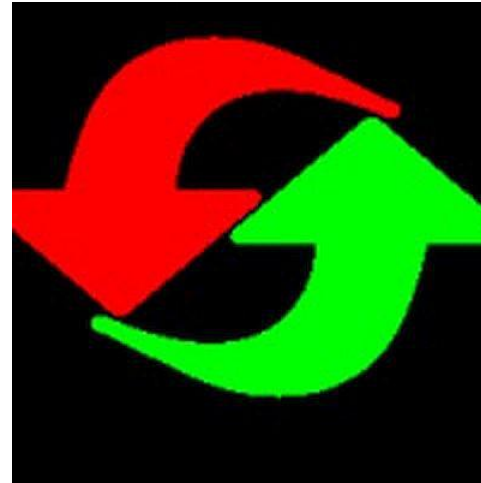
Books: Getting Value out of Agile Retrospectives What Drives Quality
Agile Self-assessment Game Continuous Improvement

Games: Agile Self-assessment Agile Coaching Tools



Agile Retrospectives

- ✓ Inspect and Adapt
- ✓ Self-organizing teams
- ✓ 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

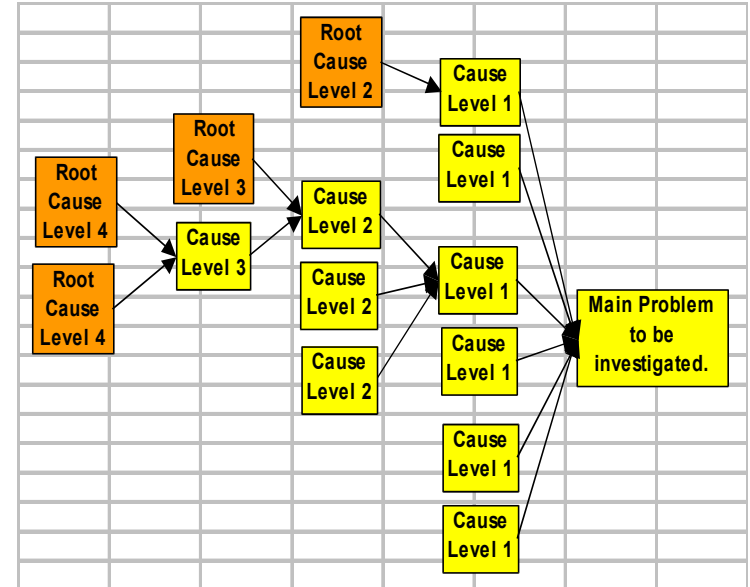
Root Cause Analysis

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
- ✓ Experienced facilitator
- ✓ Communicate the 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)

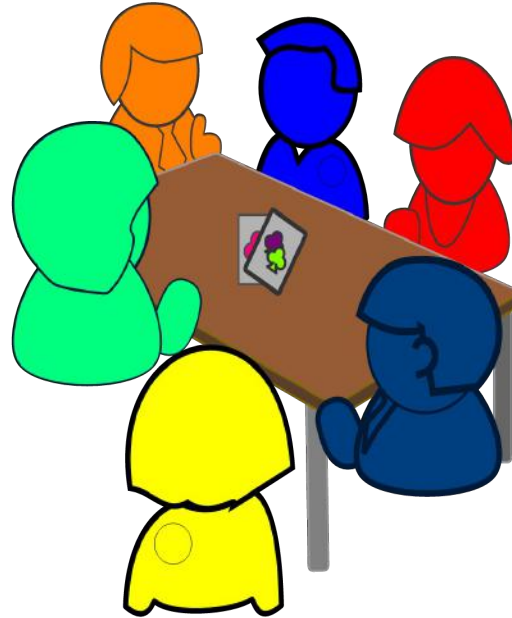
**It isn't that they can't see
the solution. It is that they
can't see the problem.**

OM the dutch art
DENKEN of flip-thinking

G.K. Chesterton

Self-assess Agile Quality Practices

- ✓ Gamification
- ✓ Discuss Practices
- ✓ Health check
- ✓ Take action



**Agile Quality
Coaching Cards**

Book with Agile Cards
Quality Coaching Cards
Scrum/Kanban/DevOps

Stop the Line Retrospectives

- Problem: Pull the Andon!
- Decide what to eliminate
- Analyze & Vital Few Actions

Stop the Line Exercise



Stop the Line Culture

- Put the andon close to where the team is working
- Encourage team members to stop development anytime
- Allow to invest time to understand what is happening



Improving Quality with Retrospectives

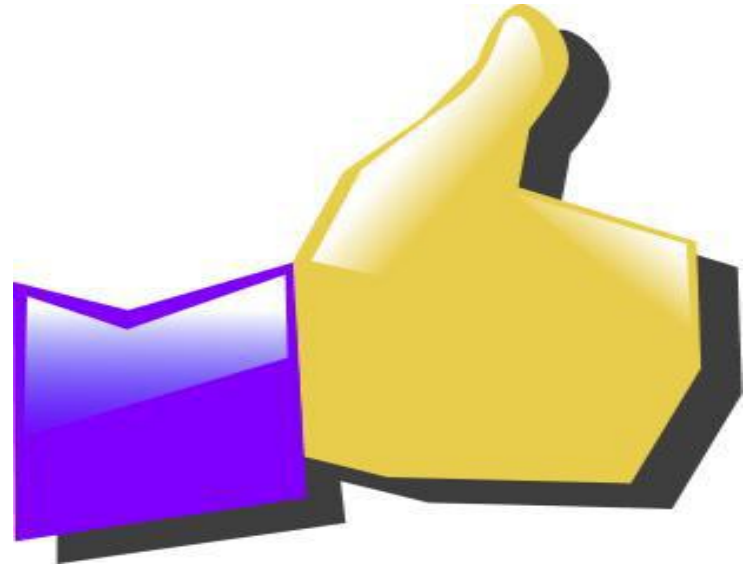
- ✓ Explore problems with Root Cause Analysis
- ✓ Do futurespectives for building awesome products
- ✓ Assess quality practices with Agile Self-Assessment Game
- ✓ Solve quality issues with Stop the Line exercise

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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Извлекаем пользу из Agile-ретроспектив

Official Russian translation of the book
Getting Value out of Agile Retrospectives

On sale! Download at BenLinders.com
benlinders.com/event/testcon-moscow-2019/

Извлекаем пользу из Agile-ретроспектив предлагает множество упражнений для пополнения вашего инструментария. Эта подборка активностей и упражнений поможет вам стать более продуктивными в проведении ретроспектив и в получении намного более ярких результатов от них.



Рис. Грегорио (Luis Gonzalez) и
Вик Ландерс (Ben Linders)
Предисловие Истер Дёрби (Ester Derby) и Ассали Урабана

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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

leanpub.com/gettingvalueoutofagileretrospectives

Mailinglist: eepurl.com/Mem7H



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

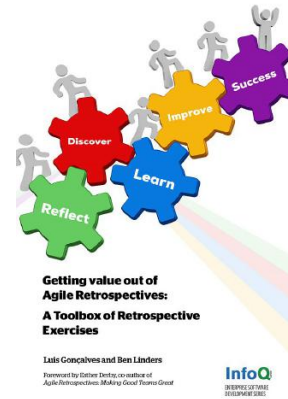
Luis Gonçalves and Ben Linders

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

Inspiration for Retrospectives

Retrospective Exercises:

- amazon.com/dp/B00SWJO1DI
- benlinders.com/exercises/
- 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

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

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

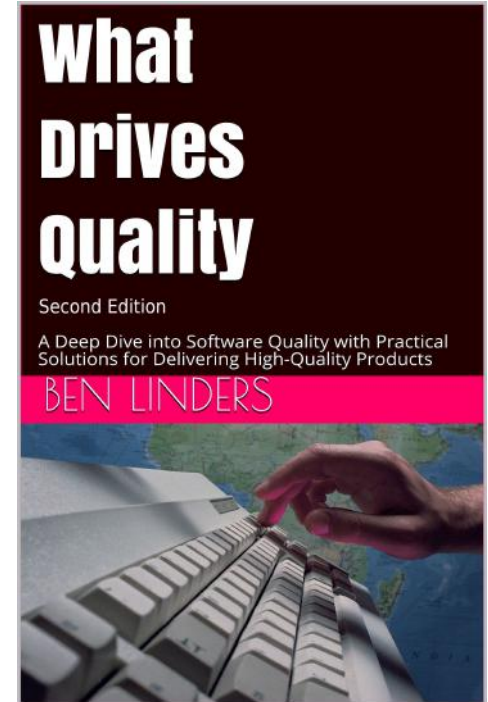
for software developers and testers, architects, Product Owners, agile coaches, Scrum masters, project managers, and operational and senior managers who consider quality to be important

Released: September 30, 2017

Second edition: 2019

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

[benlinders.com](#) - [@BenLinders](#)



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
- ...



Contact: benlinders@gmail.com +31 6 2901 3863

Continuous Improvement

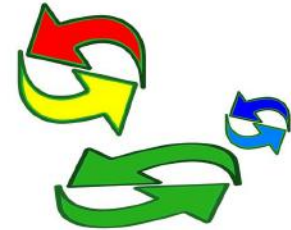
“Continuous Improvement is the act of continuously doing whatever helps to become better and thus more valuable”

- ✓ 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

Increase your organization's agility!

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

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Continuous Improvement

Doing whatever helps to become better
and thus more valuable

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