

WORKBOOK

How to Build a Culture of Quality



Development teams need to prioritize quality. Quality coaches can help.

This workbook is designed to help you evaluate your current culture around quality and identify necessary steps for improvement. The stages we describe may seem simplistic, but they are based on our experiences working with real quality teams at varying stages of DevOps adoption and automation maturity.

Though every team and product is different, we hope that this workbook shares useful ideas to help you build a culture of quality in your organization!

Additional resources can be found at mabl.com

About mabl:

mabl is the enterprise SaaS leader of intelligent, low-code test automation that empowers high-velocity software teams to embed end-to-end tests into the entire development lifecycle.

[Learn more at mabl.com](https://mabl.com)

Let's set the stage.

Describe your current team and processes.

Describe your product team's structure.

How are priorities set on a regular basis? Who decides what to test?

**Are people's talents and expertise fully utilized
(i.e. are people spending more time on rote work or problem solving)?**

Are processes documented in a shared space?

Does the team have a shared understanding of quality?

Are processes documented in a shared space?

Evaluate team collaboration.

Describe your current pains.

Signals that team collaboration could be improved

Obstacles preventing collaboration at a higher level

Challenges solved by improved collaboration

Evaluate yourself on the scale

1

QA team is responsible for building, executing, and maintaining all tests.
KPIs around quality may be tracked by leadership but not shared with the the broader team.

2

Developers test inconsistently early in the pipeline, but testing activities are siloed from QA.
QA still creates and maintains a majority of tests.
Quality KPIs are tracked and understood by the QA team.

3

Developers are testing early in the pipeline with some input from QA.
QA is still the sole owner of testing late in the pipeline.
Leadership shares and tracks quality KPIs with broader team, but testing impact is not widely understood.

4

Broader scope of team members create tests throughout the pipeline, and QA leans in to review or iterate.
QA may still own some test creation or maintenance (E2E, exploratory testing).
Testing activities and conversations happen in team settings.
Quantifiable goals are set around quality and the impact of testing is broadly understood.

5

Quality is so ingrained into culture and roles that QA acts as quality advisors, rather than gatekeepers.
The entire product team participates in all testing activities, including E2E or exploratory testing.
QA contributes to overall product and quality strategy.
QA and product teams are completely aligned on shared, measurable goals.

My team is currently:

What could I or my team do in the near to mid-future to make incremental steps to the culture we want to build?

Evaluate processes.

Describe your current pains.

Does the team have a shared understanding of quality?

Are processes documented in a shared space?

Is the team following set processes for testing each release or regressions properly? Why?

Is the team spending more time on process than progress?

Evaluate yourself on the scale

1

If testing processes exist, they are not well-documented or followed by the team.

The team has a difficult time adapting to changes in product or business strategy.

Processes are a roadblock to work.

2

Processes may be built for some test cases, or phases of the pipeline, but is not consistently followed by the team.

QA makes an effort to optimize processes, but product team has a difficult time adapting.

3

Testing processes for new code and regression suites is fully defined by QA.

Product team is adopting processes, but feedback is missing.

QA is connected to business strategy and user behavior but has difficulty translating it into processes.

4

Testing processes are built in collaboration with the broader team and QA incorporates regularly feedback.

QA drives the conversation around user behavior changes and can translate it into new testing requirements.

5

Processes are agile, driven by feedback from the team, and are optimized to make the most of everyone's skills.

Team can understand and adopt new processes with minimal interruption as strategy and user behavior change.

Team values improvement and has a shared understanding of quality.

My team is currently:

What could I or my team do in the near to mid-future to make incremental steps to the culture we want to build?

Evaluate tools and technology.

Describe your current pains.

Is the team working from disparate tools?

Do your tools integrate or speak to each other?

Do your tools help automate routine tasks?

Can everyone access (and use) the tools you have today?

Can you extract actionable data from your tools?

Evaluate yourself on the scale

1

Requirements for tech stack are not clearly defined. Tech may be used inconsistently, or is only useful to some of the team.
Output and data from tools is not actionable or not used.

2

Requirements for technology have been defined, but current tech stack is not aligned to the requirements.
Effort to make tools more accessible are blocked by usability or excessive technical requirements.
Current tech is still disparate or used inconsistently.

3

Centralized technology stack that fits requirements defined by broader team is in place.
Technology is accessible to the entire team, and they are trained on proper use.
Tech stack is not properly integrated with each other. Some inefficiencies still exist.

4

Point solutions are integrated with each other in a way that enables your processes and collaboration efforts.
Tech stack is reviewed regularly to validate value.
Actionable data is extracted from the tools that drive decision-making at leadership level.

5

Fully integrated and automated pipeline with a quality strategy at the core.
Tech is enabling more efficient work, and can trigger actions or communication as prescribed by QA.
The team can leverage actionable data and insights from your tech, and provide input on usage.

My team is currently:

What could I or my team do in the near to mid-future to make incremental steps to the culture we want to build?

Putting it all together.

Use this sheet to prioritize the themes and opportunities most important to you by customizing the themes and opportunities and the timeframe.

Review your scoring:

Collaboration Score:

Processes Score:

Tech Score:

Theme	Opportunities for Change	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6