PNSQC

OCTOBER 9-11 2023

AMP IT UP:

TRANSFORMING QUALITY

Kristine O'Connor

Increase Organizational Learning and Agility in your Testing Program

PNSQC.ORG

About Me!

- ✓ CVS Health
- ✓ PetSmart
- ✓ Northrop Grumman
- ✓ Bank of America
- ✓ NASA
- ✓ **Agile Rising**

1992: US Navy

1998: IT Help Desk

1999: QA!

2015: QA Strategy

2017: DevOps / CDP

2018: QA Continuous Improvement

2018: Agile Coach and SPC

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Increase Organizational Learning and Agility in your Testing Program

What and Why?

- Interconnected and Dynamic
- Collaborate to Thrive and Grow
- Adaptable and Responsive to Change

Let's Define...

Learning Culture

- Generative Learning, Ability to Create

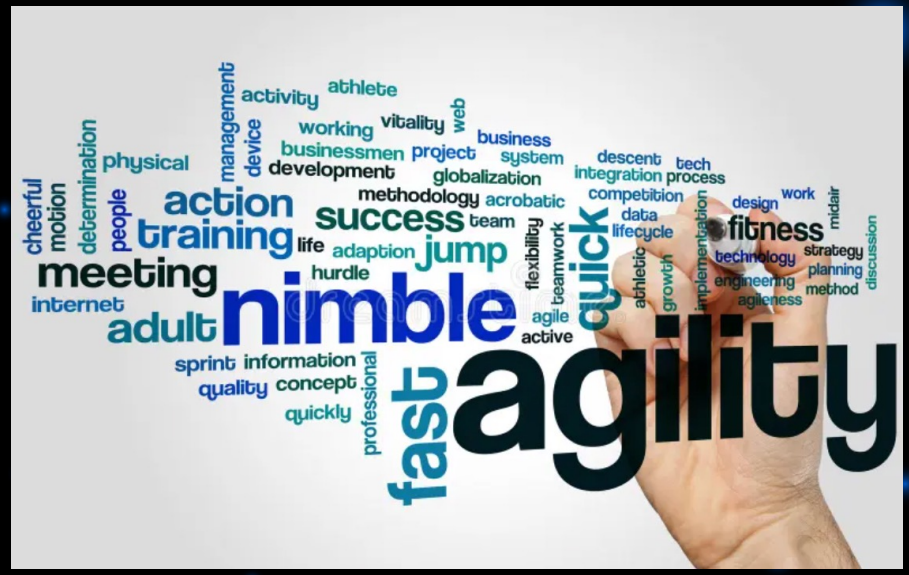
- Mindful Processes and Behaviors

- Allows for Proactive and Strategic Improvements

Let's Define...

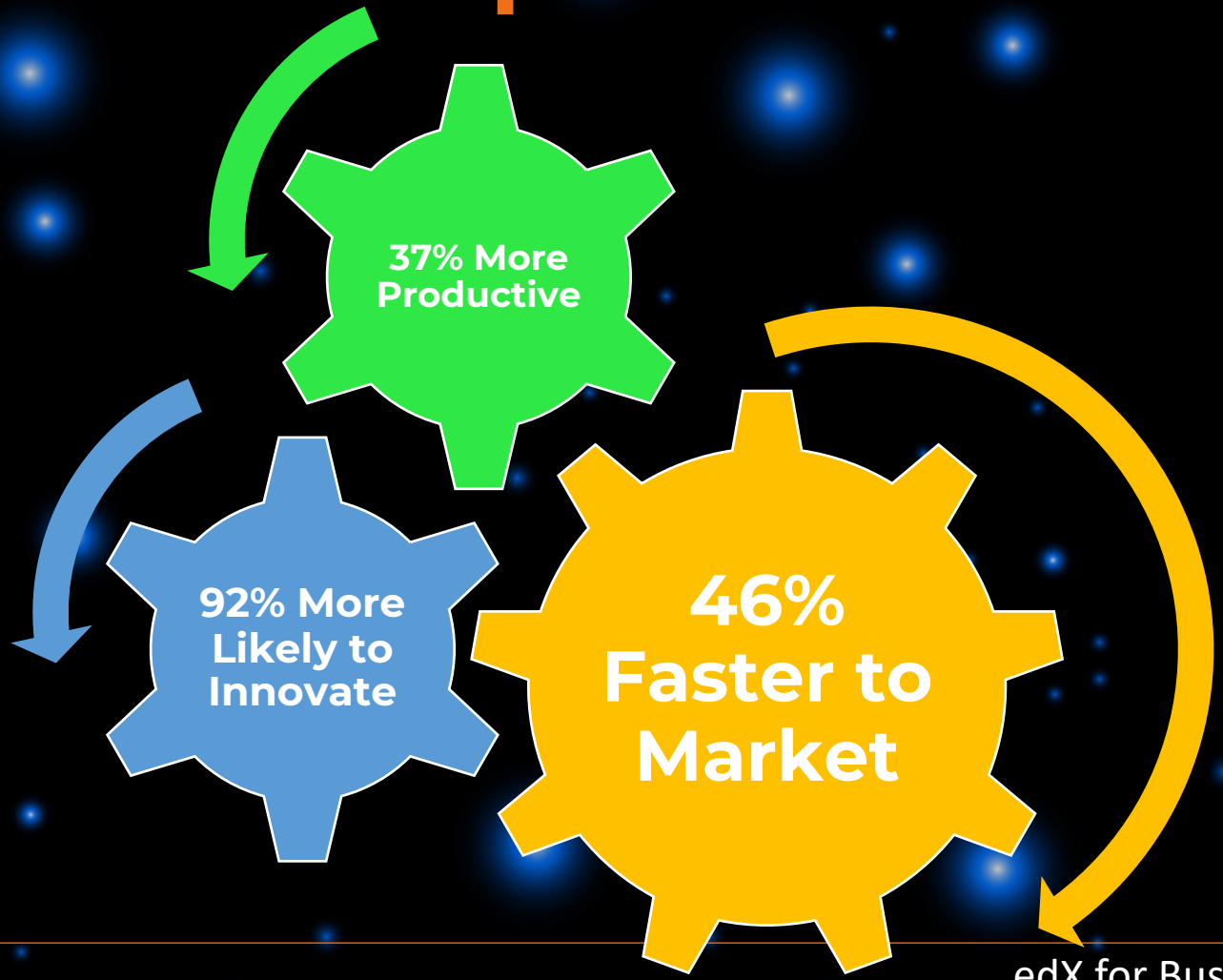
- Allows us to Compete and Thrive

- Move Quickly, Adjust Skillfully, and be Innovative



Business Agility

Why are these important?



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Long Term Sustainability

"The tension of our times is that we want our organizations to behave as living systems, but we only know how to treat them as machines."

Margaret Wheatley, Ed.D.

Organizational Knowledge

Collective Wisdom, Insights, and Expertise

Mission, Identity, and Current Practices

Lessons Learned, Best Practices, Embedded Knowledge

- ✓ Guides us Forward
- ✓ Helps us Make Better Decisions
- ✓ Avoid Repeating Mistakes
- ✓ Find Efficiencies and Improvements

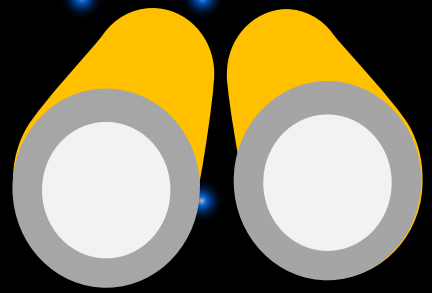
Organizational Intelligence

- ✓ *Proactively identify emerging trends to make strategic decisions*
- ✓ *Align improvement strategy with broader organizational goals*

Gather, analyze and interpret data → *Identify patterns and detect potential risks* → *Strategically optimize for enhanced outcomes*

Learning Culture: Intentional Focus

Five Key Disciplines of a Learning Organization:



- ✓Systems Thinking
- ✓Personal Mastery
- ✓Mental Models
- ✓Building a Shared Vision
- ✓Collective Team Learning

Partnering with Leadership

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Systems Thinking

Explore current practices and behaviors of your testing program.

Understand the interactions of different components and people.

Manage complexity, improve, and innovate for improvement.

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Mental Models

- Cognitive Framework & Belief System
- Shapes Perception & Decisions
- Helps Us Make Sense of the World

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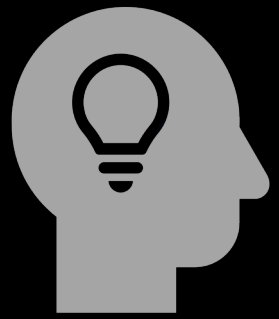
Challenging our Mental Models

Business Agility is closely tied to Adaptability!

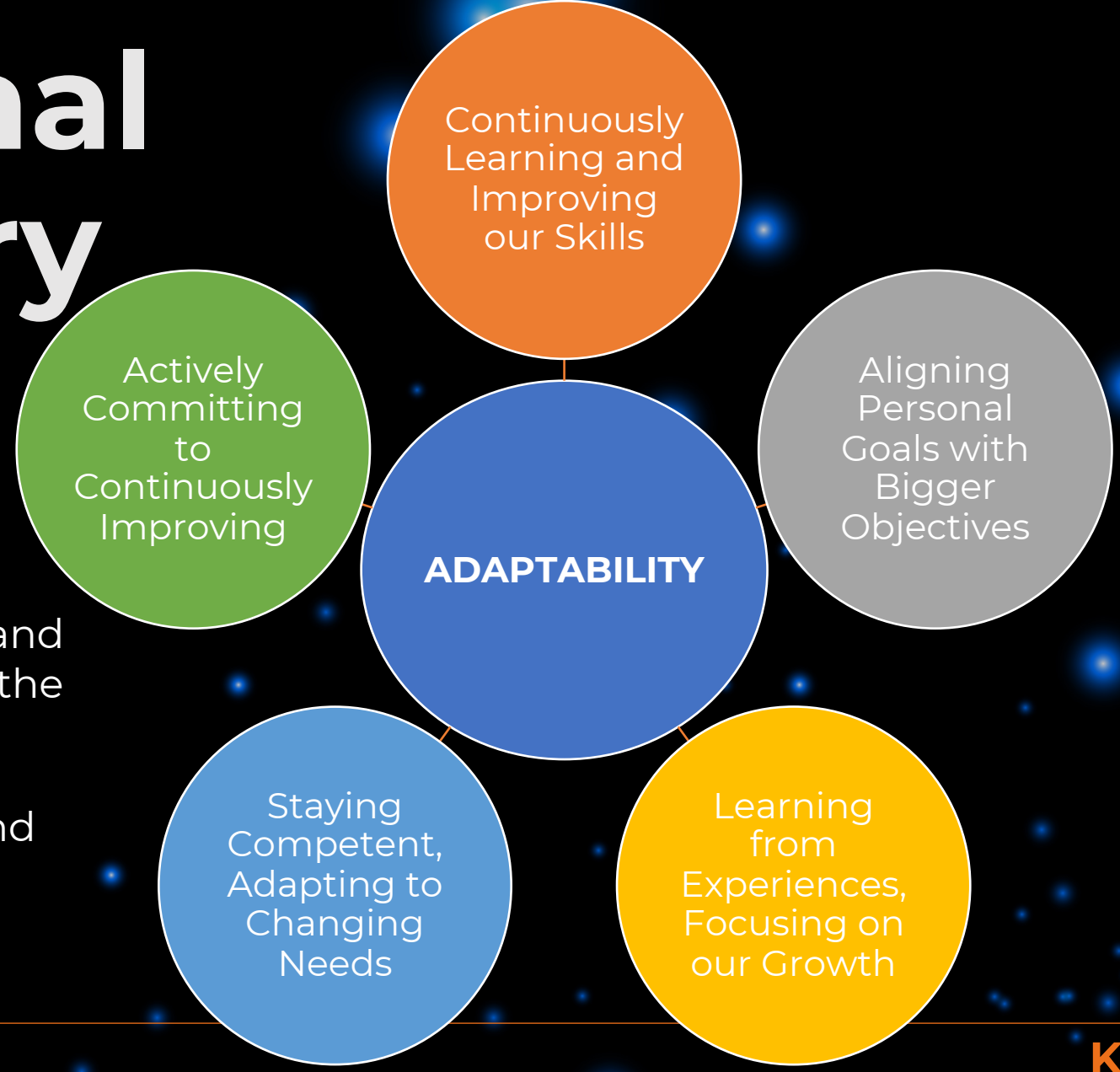


✓ Openness to New Ideas
✓ Willingness to Challenge Existing Beliefs
✓ Develop a Growth Mindset

...to challenge our existing assumptions, generalizations and deeply held beliefs.

Personal Mastery

- ✓ Enables quick and effective problem-solving skills
- ✓ Critical thinking, creativity, and the ability to think “outside the box”
- ✓ Leadership development and interpersonal skills

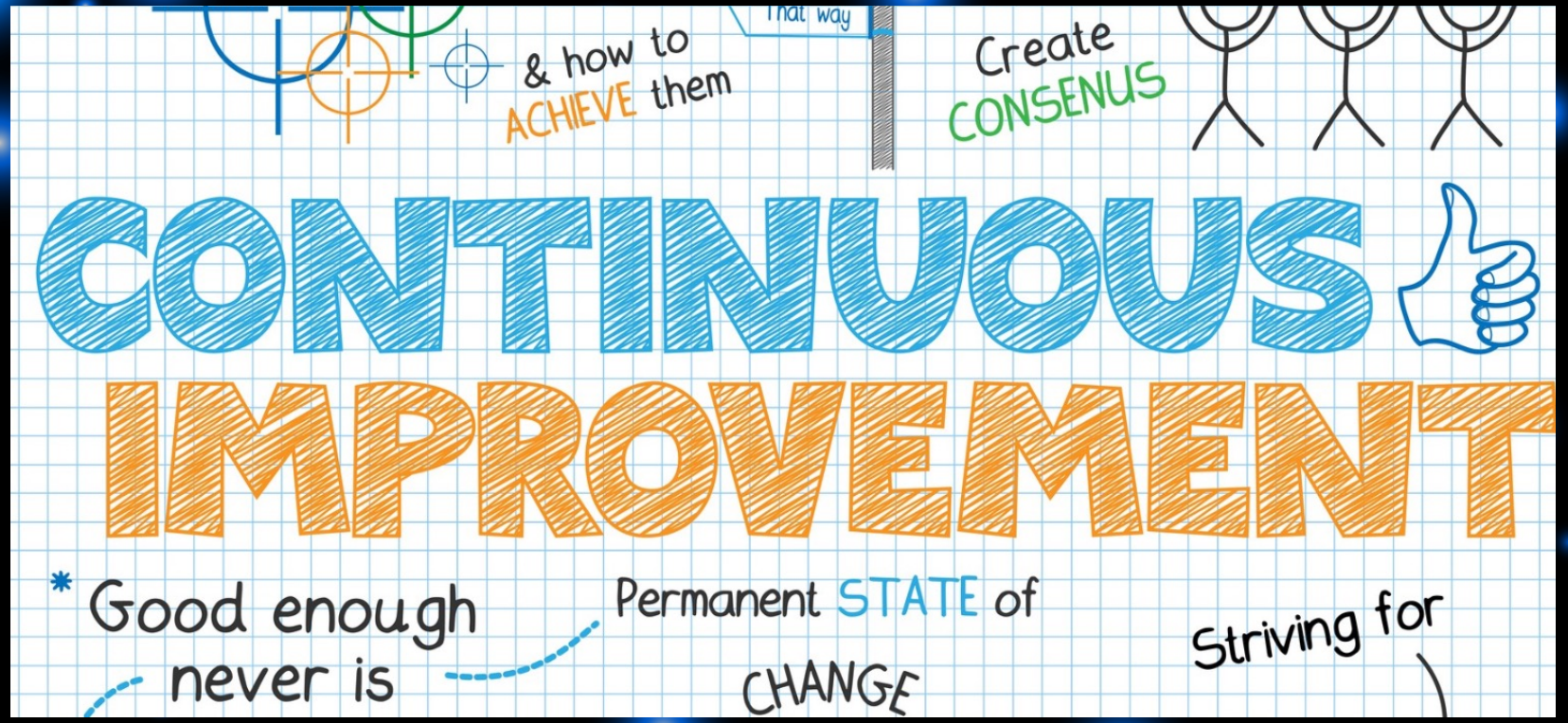


Building a Shared Vision

Create Urgency for Change

- ✓ *Challenges us to develop new ideas*
- ✓ *Think about possible future ways of working*
- ✓ *Diversity of input excites everyone to a common mission*

Collective Team Learning



https://createvalue.org/blog/dos-and-donts-for-fostering-a-continuous-improvement-culture/

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Fostering a Culture of Innovation

✓ Critical for promoting knowledge sharing, collaborative problem solving, adaptive learning, data analysis, and innovation.

✓ Empowers your testing program to be better equipped to collaboratively address complex problems

✓ Diverse perspectives and expertise lead to more effective and comprehensive solutions.

✓ Grows Agile decision-making, cross-functional collaboration, continuous improvement, risk management, and long-term strategic thinking.

CALL TO ACTION

1. Partner with Leadership to align on a Vision for the Future, Risk Mitigation, and Long-Term Success
2. Challenge Mental Models, Personal Mastery, and Collectively Learn as a Team of Functional Testers
3. Ideate, Plan, Execute, Measure, Reflect, Learn, Pivot, Repeat

QUESTIONS?

Kristine O'Connor
Sr. Agile Transformation Consultant
Kristine.Oconnor@agilerising.com
AGILERISING.COM

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THANK YOU
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