



# Power of VOICE in agile development

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Ostrava 15. 5. 2024





## Jan Navrátil

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Principal QA Engineer  
Oracle NetSuite

- ERP cloud solution
- Localization team
- Fully automated tests – JS/TS + Groovy + Selenium



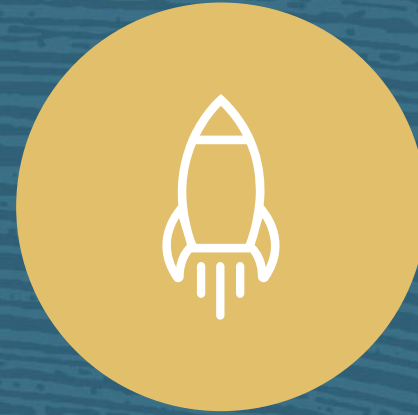
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**Who is ... ?**







**Red Team**



**Yellow Team**

# Roles in the Team

- DEVs and QAs integrated in one team
  - On the same level - both are programmers
- Agile development
  - 2 weeks sprints, (tech) refinements etc.
- QAs are responsible for automated tests and releases
  - Both functional and UI (E2E)

“Who tested that?”

**Unknown manager**  
(after seeing a customer issue)

# RED Team Agreement



# FUN

- Fully Specified
  - Agreed that only fully specified user stories will be accepted to the sprint
- Understand
  - All team members should be able to describe the feature to someone else
- Notes
  - All “What if ... ?” discussed and write down

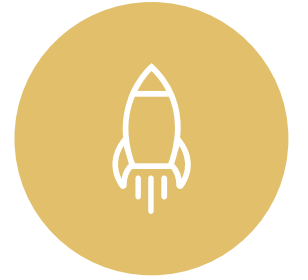
# RED Team Impact

- DEV starts coding (of course)
- QA starts with automation
  - Data prep, test scenarios and test plan
- Code reviews are quick, because all participants are familiar with the feature
- (Almost) No “What if ... ?” during the sprint
- Story points == Work done
- If the feature was refined some time ago, notes are easily accessible





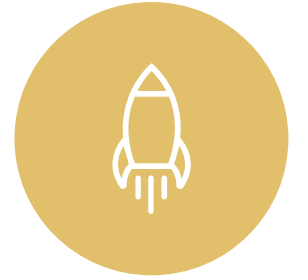
# YELLOW Team Agreement



# NOT FUN

- ...
  - No
- ...
  - Yes

# YELLOW Team Agreement



# NOT FUN

“Do you have any questions?”

- No
- “All is clear to everyone?”
  - Yes

# YELLOW Team Impact

- DEV & QA starts coding ... so far so good
- “What if ... ?” during the sprint
  - DEV do a quick fix, QA work delayed and/or postponed
  - Unfinished story, or a follow up ticket
- Code reviews and testing done in hurry

“Is the team still integrated?”





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# How to make it better?

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**Voice ≠ force**  
aka  
**Voice = agreement**



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# Quality is a responsibility of the whole team

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**How to make it better?**

**3x “What if ...”**

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# 1. What if ...

**People are introverts  
and are afraid to ask?**

# 1. What if ... People are introverts and are afraid to ask?

- QA/DEV leads raise a question instead
  - Not a good solution

Instead

- QA/DEV leads **or Scrum Master** suggest a different approach
  - For example, offline (text) discussion, pre-recorded spec introduction etc.

“Give a Man a Fish, and  
You Feed Him for a Day.

Teach a Man To Fish, and  
You Feed Him for a Lifetime”

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## 2. What if ...

**DEV does not take another task from a backlog and helps QA instead**



## 2. What if ... DEV does not take another task from a backlog and helps QA instead

- DEV can fix or update existing E2E tests
  - Prereq: correct dev environment setup
- Update the testing strategy and move if further from expensive E2E tests

“One engineer model”

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## 3. What if ...

**We have obsolete  
tools and/or  
processes**

### 3. What if ... We have obsolete tools and/or processes

- “I do it the same way as a previous team”
- “They told me they do it this way”
- “It looks weird, but ...”

Solution:

# Just let us now

“Change the status quo”

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**Thank you**