

LESSONS LEARNED IN SOFTWARE TESTING

Keith Klain

A black and white photograph of Groucho Marx. He is wearing his signature thick-rimmed glasses and a mustache. He is holding a cigar in his right hand, which is raised to his face. He is looking off to the side with a thoughtful or slightly mischievous expression. He is wearing a dark suit jacket over a light-colored shirt and a dark tie. The background is out of focus, showing what appears to be a stage or a set with architectural details.

“Those are my **principles, and if you don’t like them, well, I have others.”**

Groucho Marx



”Overconfident professionals sincerely believe they have expertise, act as experts and look like experts. You will have to struggle to remind yourself they may be in the grip of an illusion.”

Daniel Kahneman

skepticism

**the doctrine that true
knowledge or knowledge in
a particular area is
uncertain**

imo

I DON'T KNOW

what the

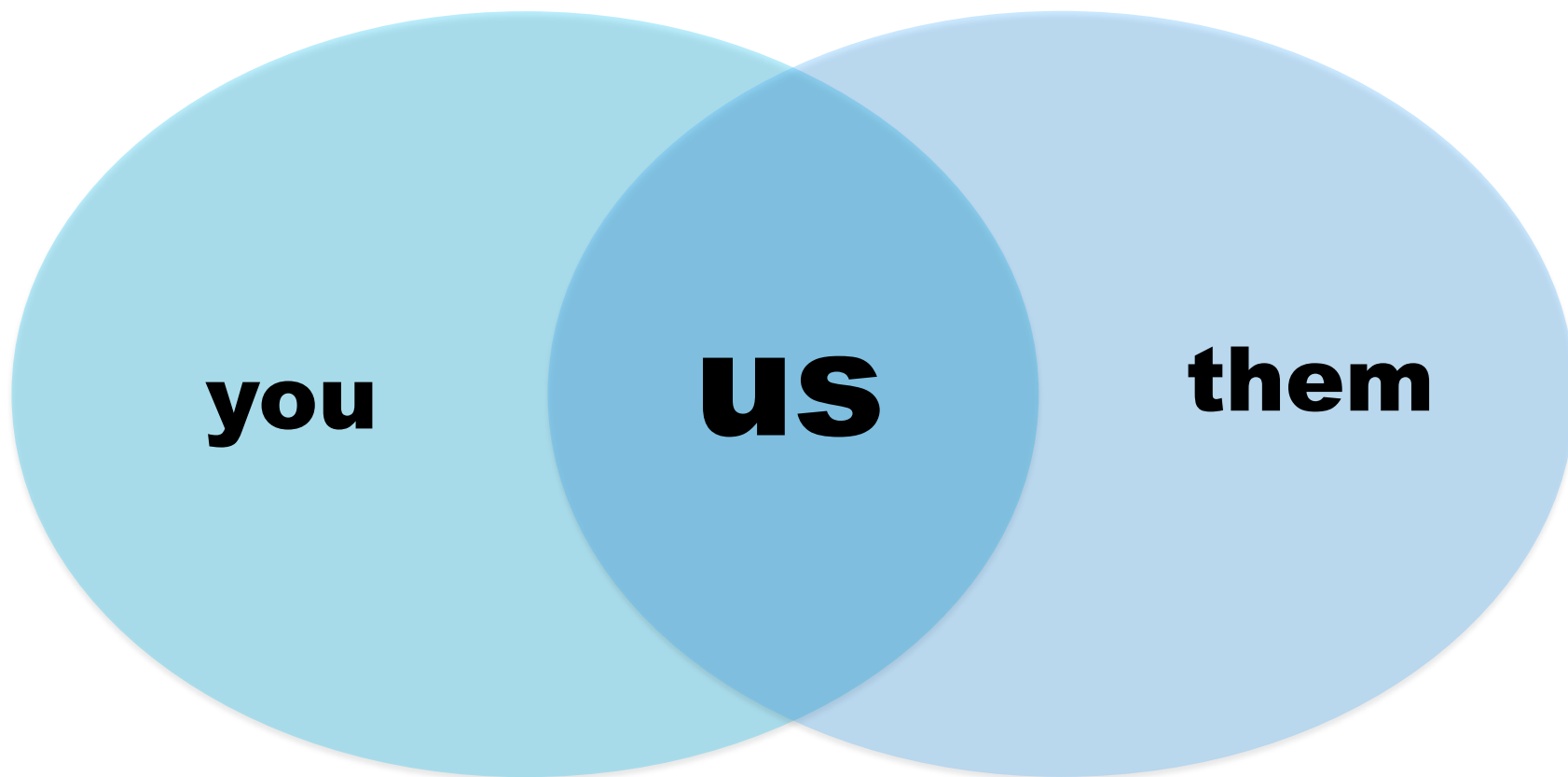
@#\$\$%&!

im doing

our objectives







smarty
PANTS

YOU ARE HERE!



ime



business
technology
program
testing
you

**test
management is
80% hands
on testing**

**mentoring reviews coaching
pair testing testing**

30/70

no COE

refocus often

no special metrics

don't use intermediaries

manage together as one team

keep middle management away

HUMILITY

self aware

SERVICE

inclusion

ownership

CONTEXT AWARE

**MANAGE
YOUR
OWN
EXPECTATIONS!**

Thank you!

<http://qualityremarks.com>



<https://www.gofundme.com/BronxBooksToGrowOn>