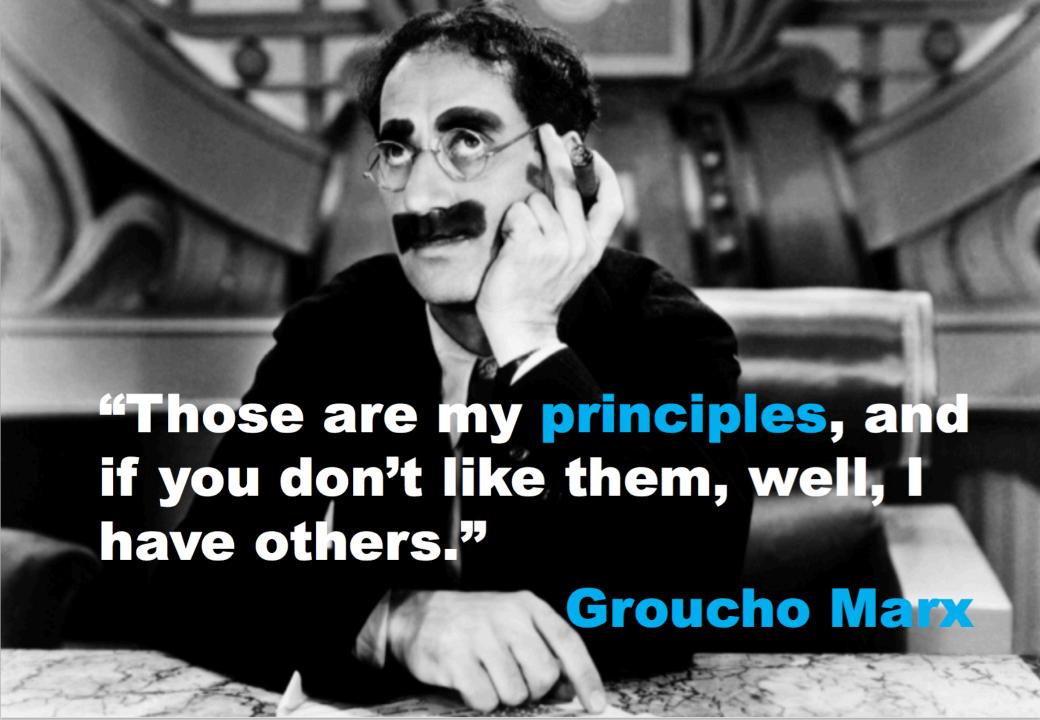
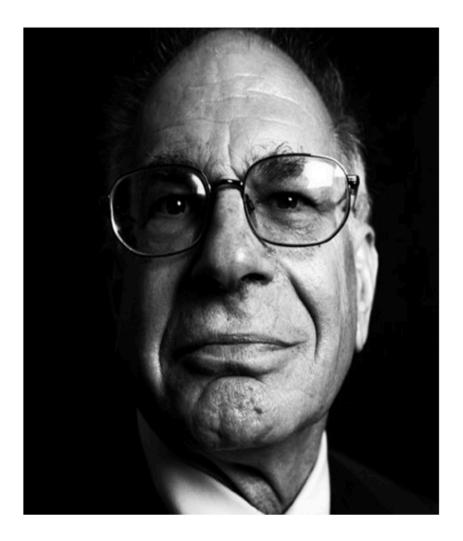
making the transition from TESTER LEADER

Keith Klain





"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

CULTURE STRATEGY FOR BREAKFAST

Peter Drucker

testing is...

TOO SLOW

DOESN'T UNDERSTAND OUR BUSINESS

UNNECCESARY

NEEDS TO BE AUTOMATED

NOT TECHNICAL

EXPENSIVE

Cost test YOU Quality maturity models TDD process TEST TOOL VENDORS improvement Certification outsourcingconsultants







YES

YOU ARE HERE!



focus on the business

business technology program testing you

interactional expertise

"expertise in the language of a specialism in the absence of expertise in its practice"

Rethinking Expertise
Harry Collins, Robert Evans

focus on the business rethink test management

test management is 80% hands on testing

mentoring reviews coaching pair testing testing



"We never are right, we can only be sure we are wrong."

Richard Feynman

HUMILITY self aware SERVICE inclusion ownership CONTEXT AWARE

focus on the business rethink test management KNOW YOUR MISSION

what is the mission of testing?

formation!

answers for their CFO

- regulatory and financial risk
- operational governance

threats to their business

- defect impact found in test
- what problems are your competitors experiencing?

market data

- what are your competitors doing?
- what should we be doing now?
- two years from now?

business opportunities

...and lastly!

MANAGE YOUR **EXPECTATIONS!**

Thank you!

http://qualityremarks.com











