Nishadhi Nikalandawatte

Andy Jimenez

PACIFIC NW SOFTWARE QUALITY CONFERENCE

Exceeding Expectations, Inspiring Quality

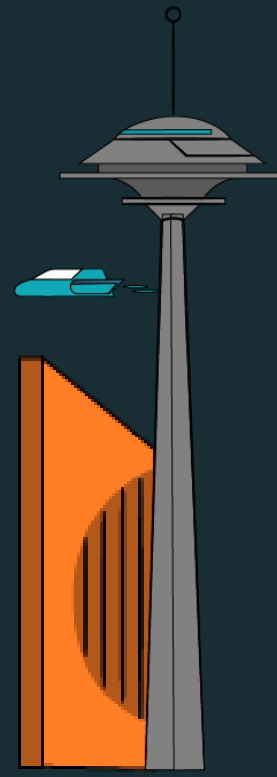
THE FUTURE IS NOW

PNSQC.ORG

OCTOBER 14-16 2024

Today's Agenda

Defining Quality	5 min.
Defining the Quality Mindset	10 min.
Implementing the Quality Mindset	15 min.
Overcoming Challenges in implementing Quality Mindset	10 min.
Conclusion	5 min.
Q&A	10 min.



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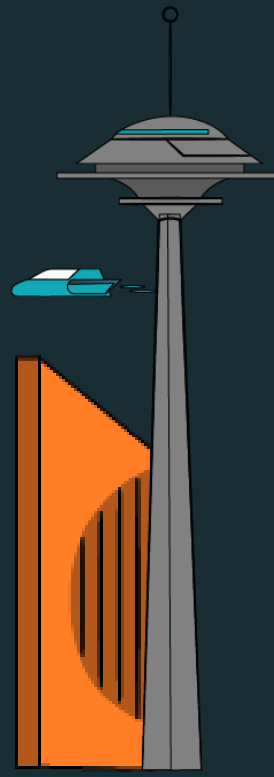
What's one word that comes to mind when you think of quality?



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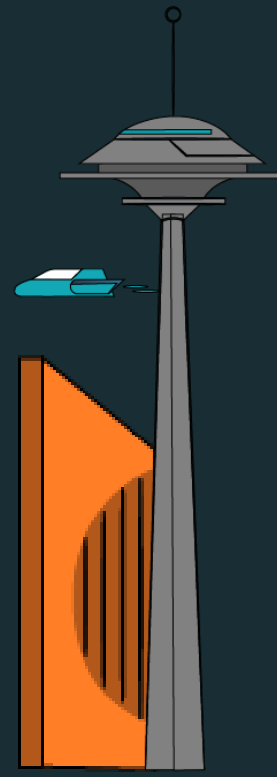
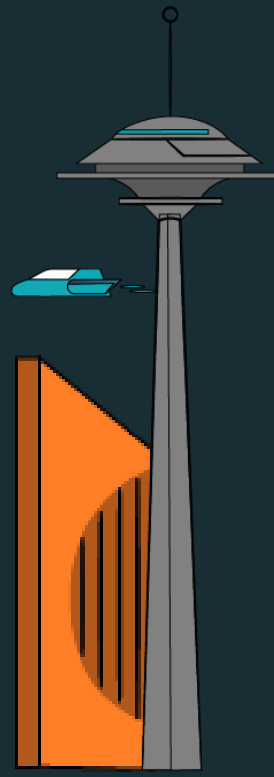
How do you define Quality?

Quality embodies the fusion of precision, reliability, and excellence across all aspects of products, services, and processes.

- Subjectivity
- Stakeholder Differences
- Industry Standards
- Cultural Variations
- Functional vs. Aesthetic Quality

- Evolving Standards
- Economic Considerations
- Contextual Relevance
- Education and Awareness





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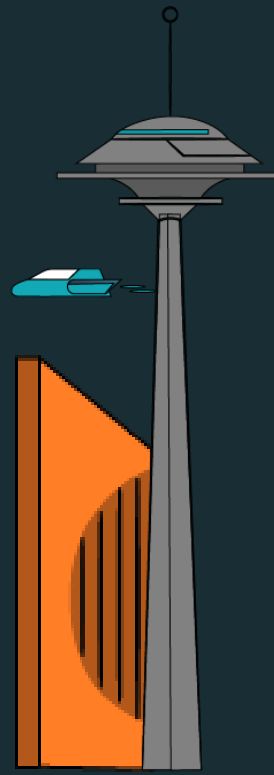
How do you define Quality Mindset?

What is quality mindset?



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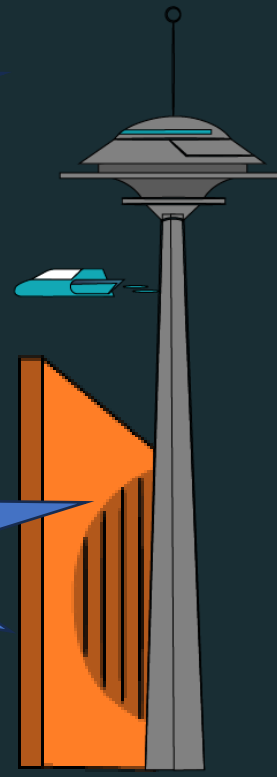
How do you define Quality Mindset?

Core characteristics of a Quality Mindset

- Customer Focus
- Continuous Improvement
- Holistic Perspective
- Prevention Orientation
- Ownership and Accountability
- Innovation and Creativity
- Clear Standards and Processes
- Do the right thing



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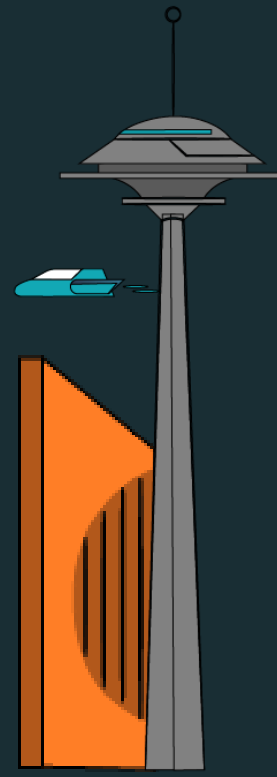
How do you define Quality Mindset?

The journey to a Quality Mindset

It takes a village.

Cultivating a quality mindset is important for organizations seeking to establish a reputation for excellence and reliability. It involves instilling a shared commitment to quality throughout the organization, from leadership to individual contributors.



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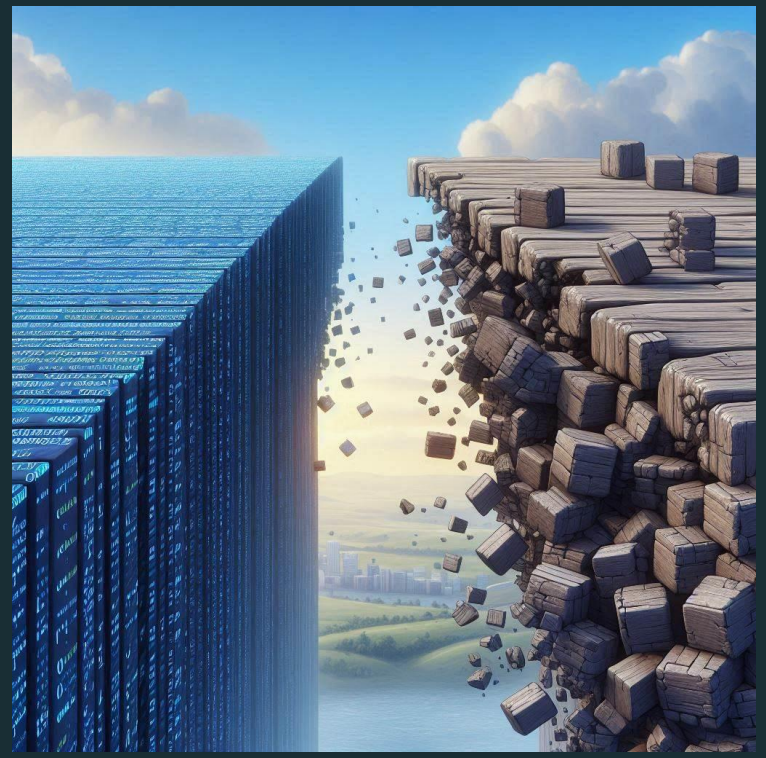
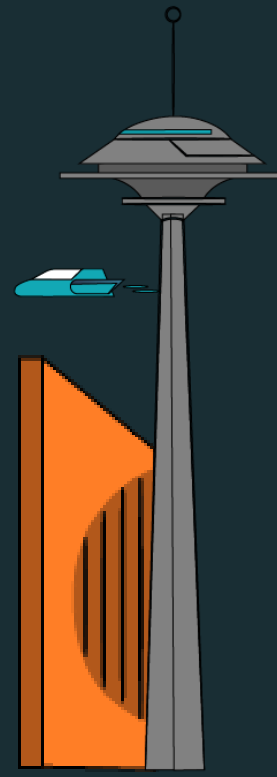
How to identify Quality Mindset gaps?

Be a yard stick for quality. Some people are not used to an environment where quality is expected.
- Steve Jobs

- Review Processes and Procedures
- Analyze Metrics
- Perform Root Cause Analysis
- Assess Training and Skill Levels
- Evaluate Documentation
- Conduct Audit and Collect Feedback
- Collaborate Across Teams
- Benchmark Against Best Practices

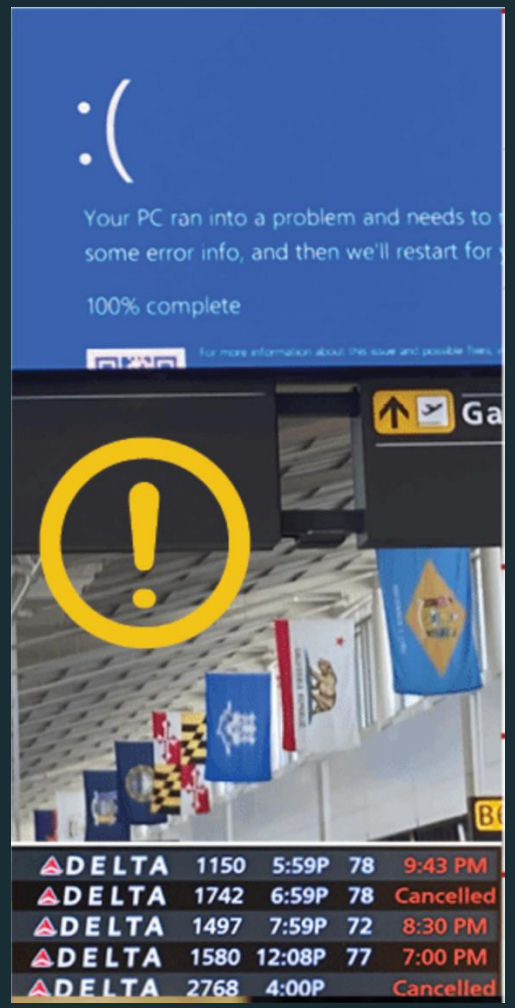


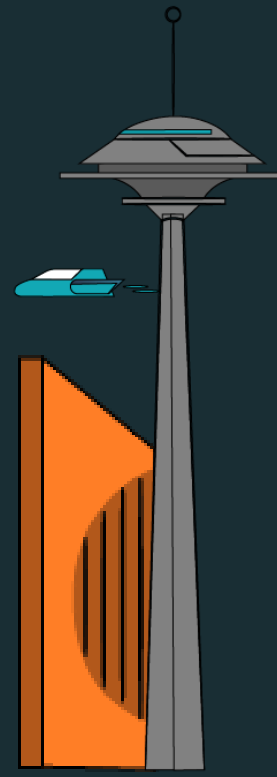


What happens if Quality is not a priority for an organization?

What does poor quality look like?

- CrowdStrike (2024)
- Boeing 737 MAX groundings (Oct 2018-March 2019,2023 and cont.)
- Target data breach (2013)
- Gangnam style music video breaks YouTube (2012)
- The explosion of the Ariane 5 (1996)
- Patriot missile failure (1991)
- AT&T lines go dead (1990)
- Therac-25 (1982)





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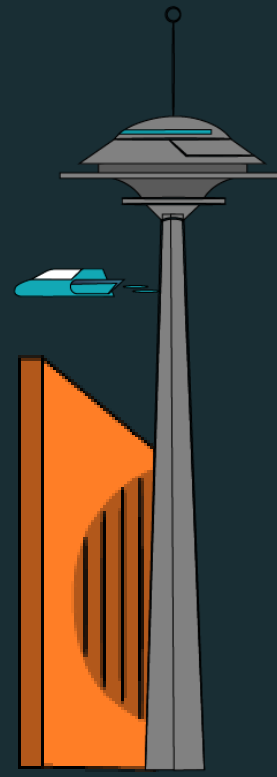
What happens if Quality is not a priority for an organization?

When quality is not your first citizen…

- Decreased Customer Satisfaction
- Lack of Accountability
- Lack of Productivity
- Absence of Long-Term Vision
- Legal and Compliance Risk



Implementing the “Quality Mindset”

Quality Stakeholders

External

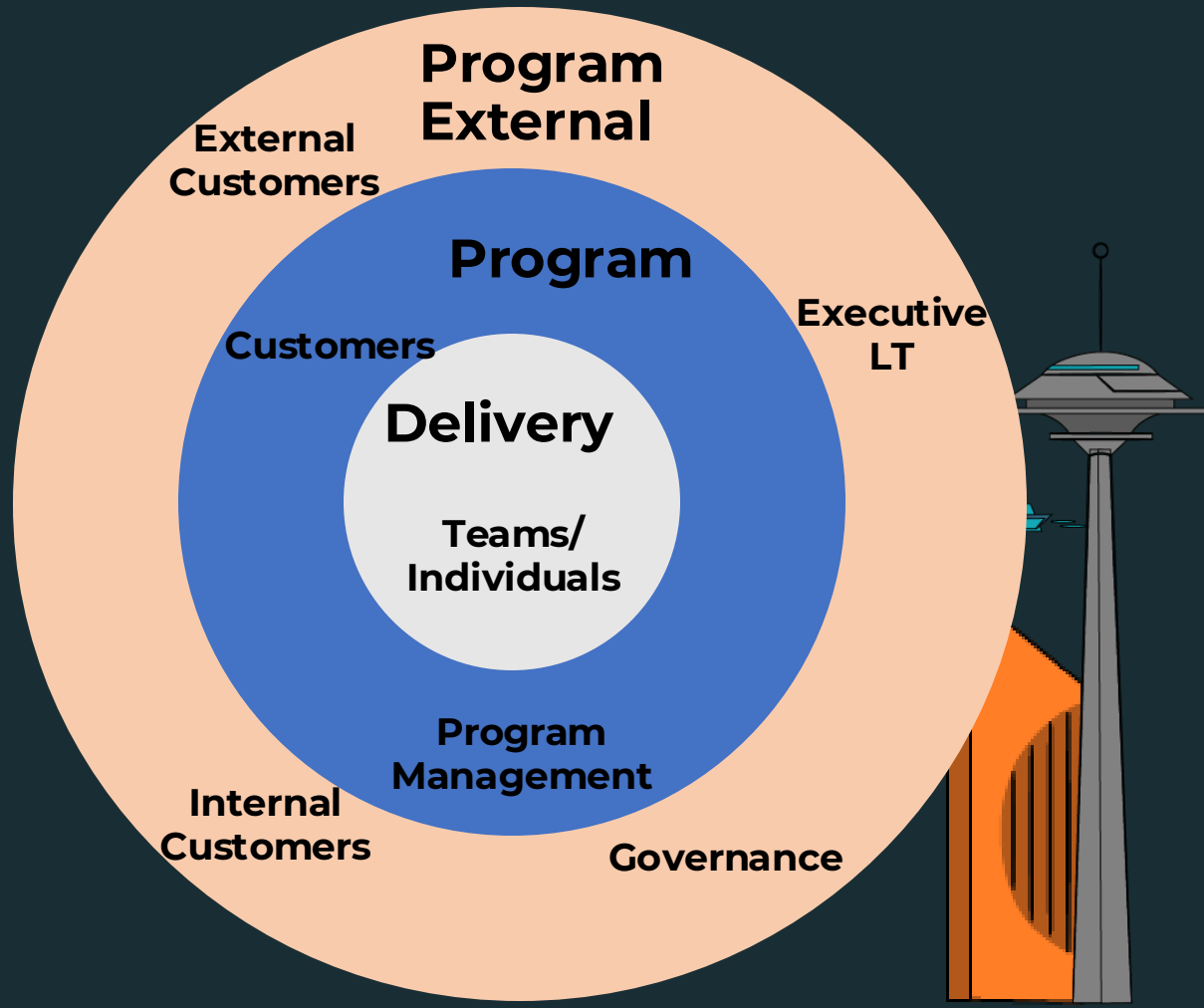
- Share the Vision of the outcomes with Clarity
- Represent External Customers
- Demonstrate buy in to Quality outcomes
- Empower teams with Accountability

Program

- Promote and Foster collaboration and transparency
- Inspect, Adapt and Re-enforce processes
- Define and Share Quality objectives with Delivery teams

Delivery

- Embracing Quality as a Core value
- Implementing QA/QE practices
- Provide feedback with openness and transparency with the Customer in mind.



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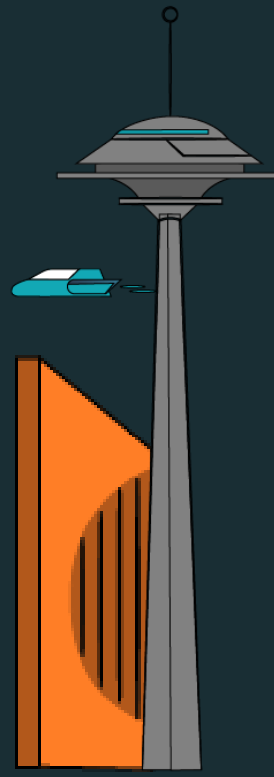
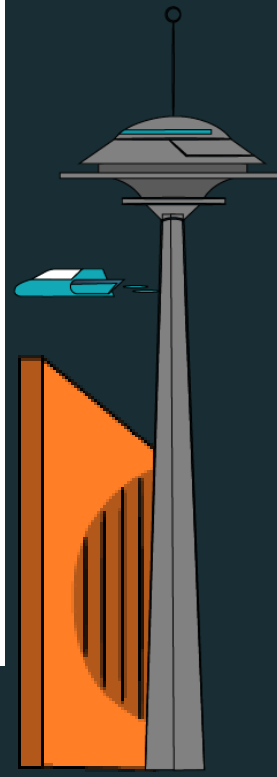
Navigating the Quality Landscape: Executive Leadership

- Setting the Vision
- Allocating Resources
- Establishing Policies and Processes
- Leading by Example
- Providing Support and Guidance
- Monitoring Performance
- Celebrating Successes and Recognizing Contributions
- Driving Continuous Improvement



Cultivating Excellence: The Strategic Influence of Program Management

- Alignment with Organizational Goals
- Quality Plan Development
- Talent Management
- Stakeholder Engagement
- Risk Management
- Monitoring and Reporting
- Facilitating Collaboration
- Driving Accountability



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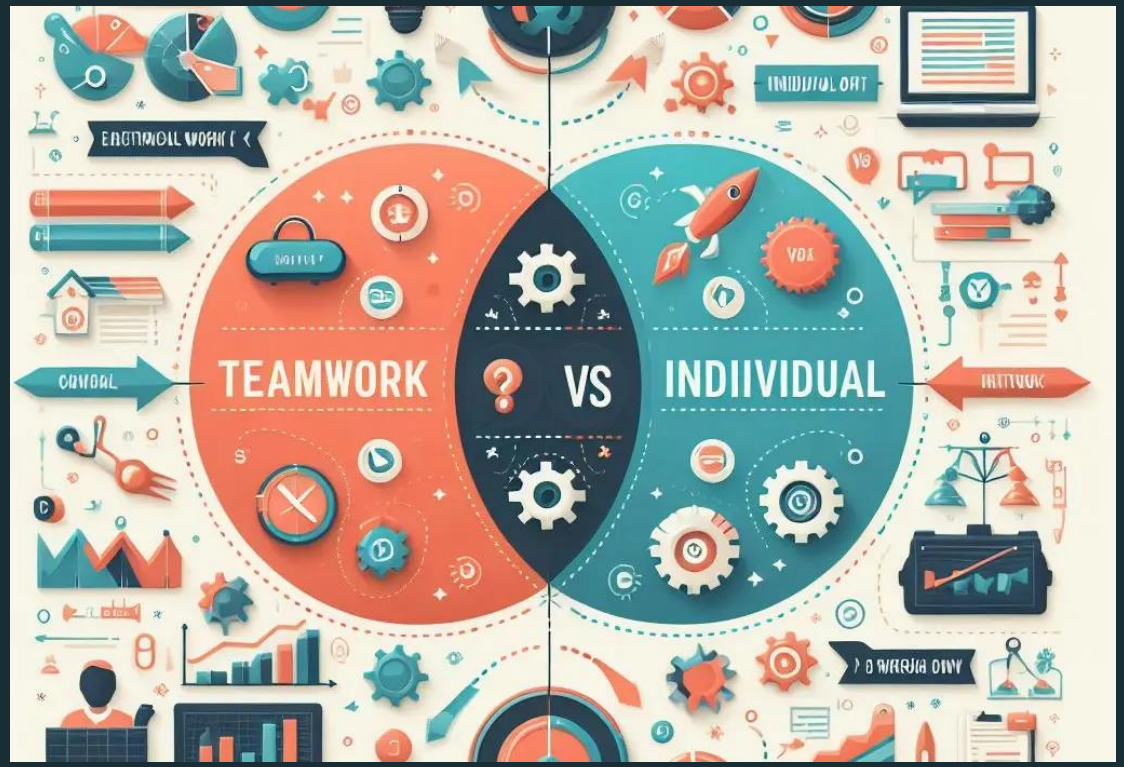
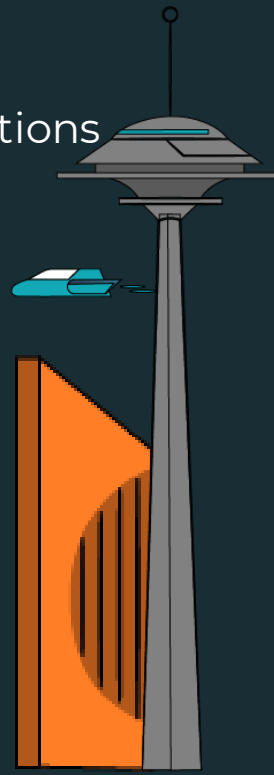
Quality at the Helm: The Vital Role of Teams and Individuals



- Embracing Quality as a Core Value
- Understanding Requirements and Expectations
- Contributing to Process Improvement
- Taking Ownership of Quality
- Providing Feedback and Suggestions
- Being Proactive in Problem-Solving
- Executing Quality Assurance Activities
- Championing a Culture of Quality



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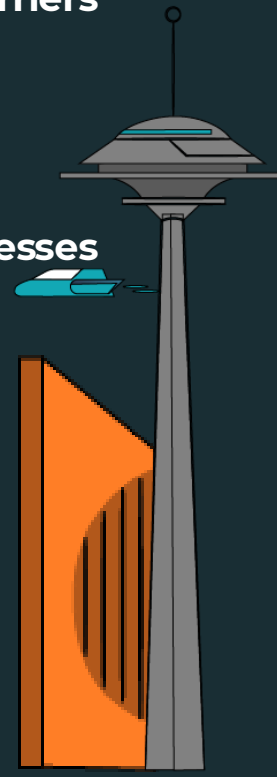
Challenges of Quality Mindset Implementation

Nobody ever claimed it would be simple...

- Resistance to Change
- Limited Resources
- Communication Barriers
- Lack of Stakeholder Buy-In
- Inadequate Skills and Expertise
- Complexity of Processes
- External Pressures and Market Dynamics
- Resistance to Quality Metrics
- Short-Term Focus
- Sustainability of Efforts



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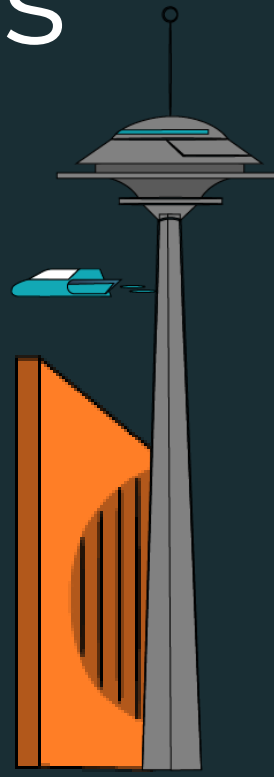
Let's Brainstorm..

How do you address Quality Mindset implementation challenges?



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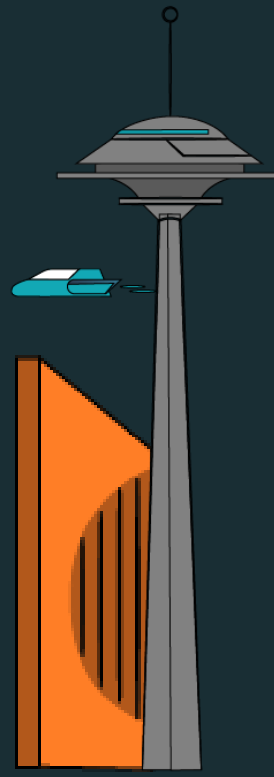
Addressing Quality Mindset Implementation Challenges

- Identify Challenges
- Create Awareness
- Provide Training and Resources
- Establish Clear Expectations
- Empower Employees
- Address Resistance
- Celebrate Successes
- Monitor and Adjust

The journey of a thousand miles begins with one step. - Lao Tzu



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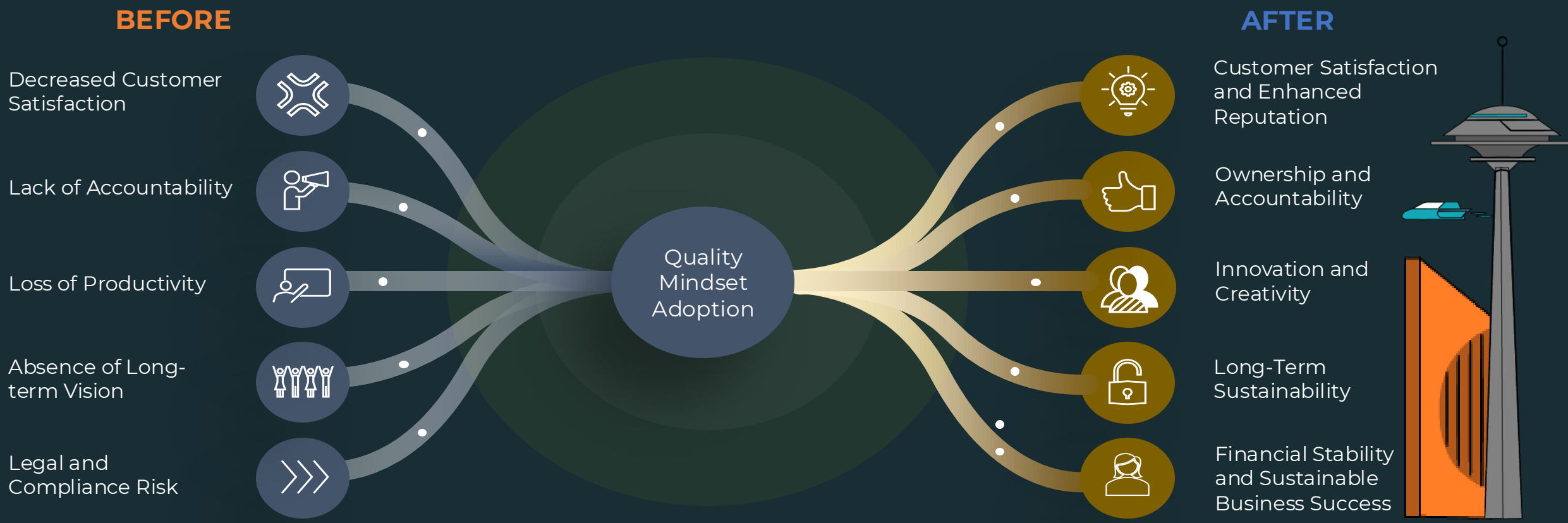
Conclusion

Quality Transformation: From Before to After

Emphasizing quality as a priority yields consistency, reliability, customer satisfaction, fostering trust and loyalty. On the contrary, neglecting quality results in inconsistencies, unreliability, customer dissatisfaction, eroding trust and leading to missed opportunities.



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Let’s Connect

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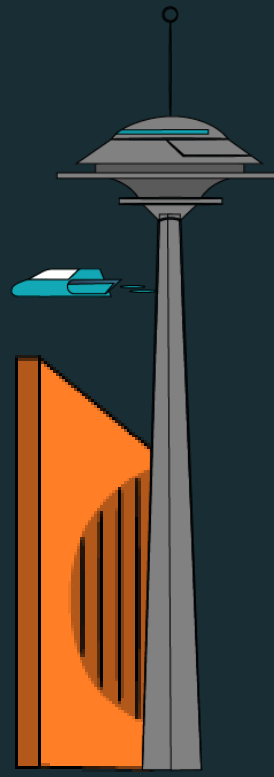

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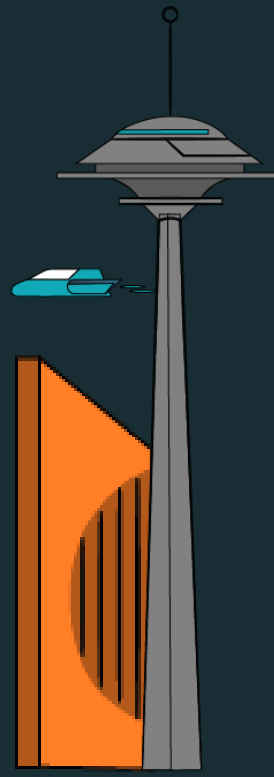

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