



Impact of Teamwork on Quality in an Agile Team

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Who Am I?

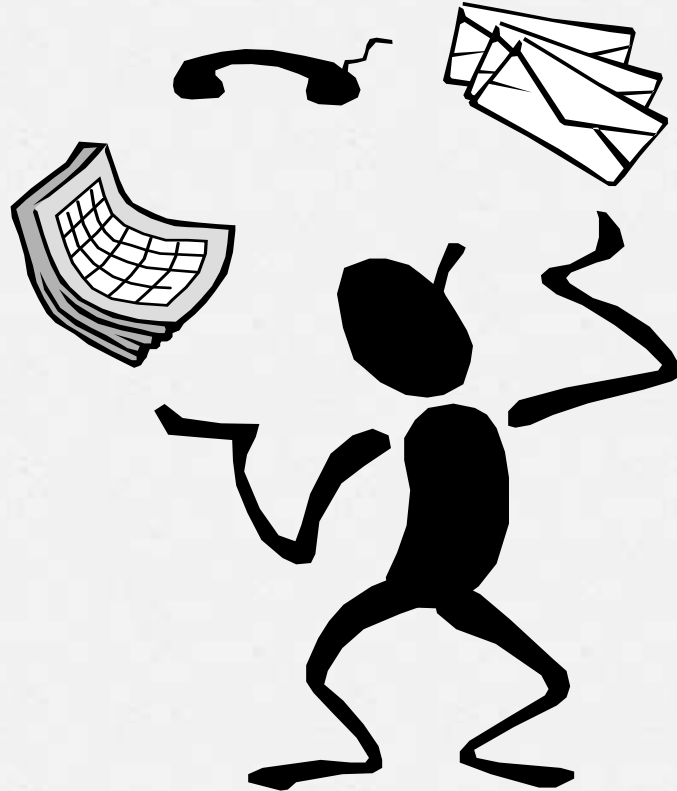
- 22 years IT experience
- Scrum Lead since 2008
- Certified Scrum Master/Certified Scrum Professional
- Small Co-located Team since 2010

How to Start a Movement



http://www.ted.com/talks/derek_sivers_how_to_start_a_movement.html

New Team



Typical Agile Team

5 -7 Team Members

Typical Traits:

Courage

Commitment

Focus

Openness

Respect



Our Team

6 Developers

1 Req Analyst

1 Product Owner

1 Scrum Lead

2 Testers

4 Enterprise Products

~1.5 million LOC



Teamwork

- The process of working collaboratively with a group of people in order to achieve a goal.
- Teamwork means that people will try to cooperate, using their individual skills and providing constructive feedback, despite any personal conflict between individuals. -
www.businessdictionary.com

Recognizing Dysfunction

In-Fighting

Distrust

Sickness

Finger pointing

Inward Focus

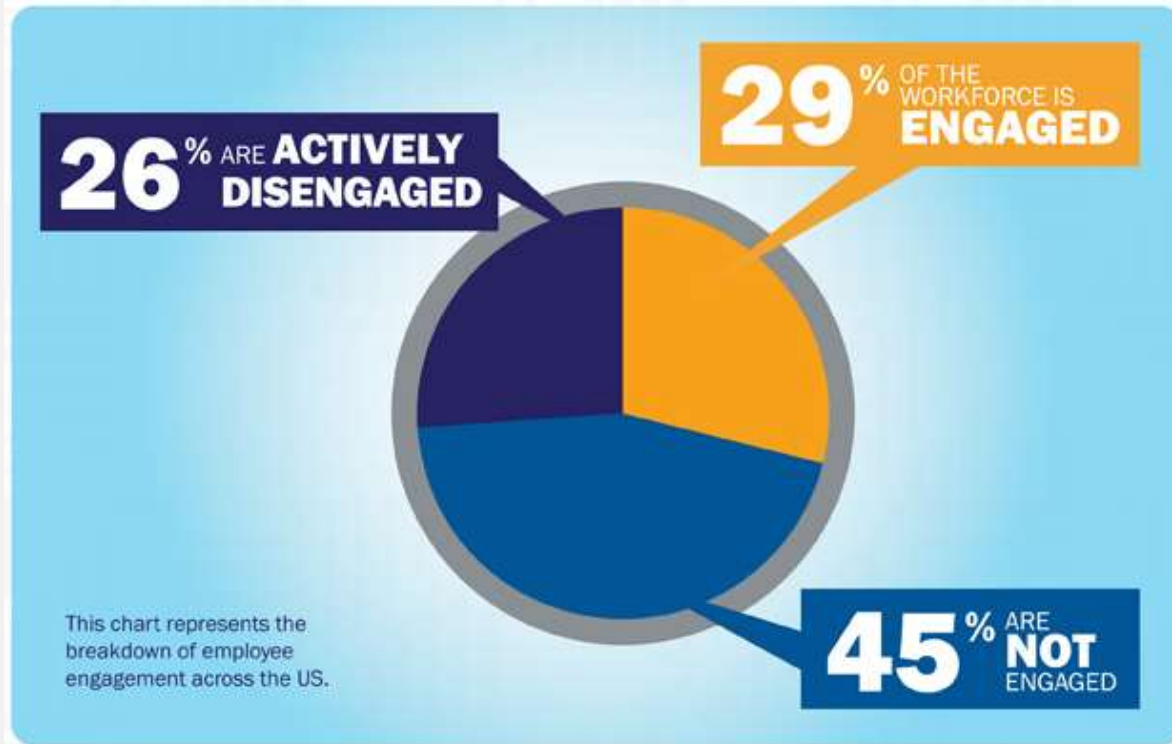
Goals not met

Low Morale

Lack of Engagement



Employee Engagement



<http://www.dalecarnegie.com>

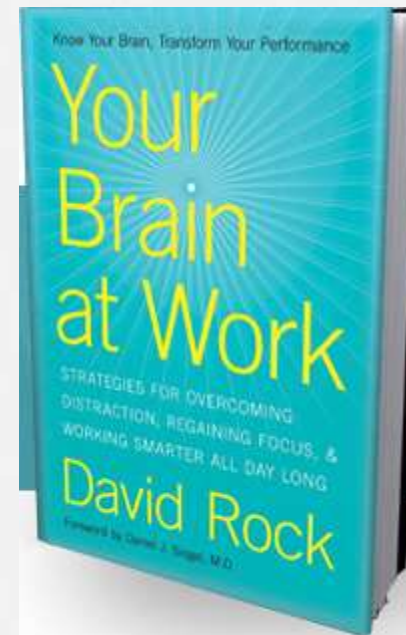
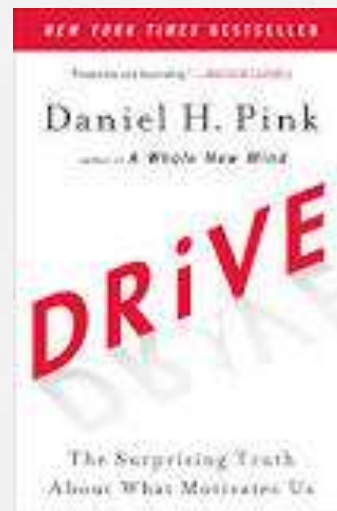
The Scrum Lead

- Help everyone understand Scrum
- Coach the team
- Keep the team moving forward

Theories Put In To Practice

○ David Rock – *Your Brain at Work*

○ Daniel Pink - *Drive*



Recognizing Teamwork

○ Respect

○ Trust

○ Mentoring

○ Sacrifice

○ Collaboration



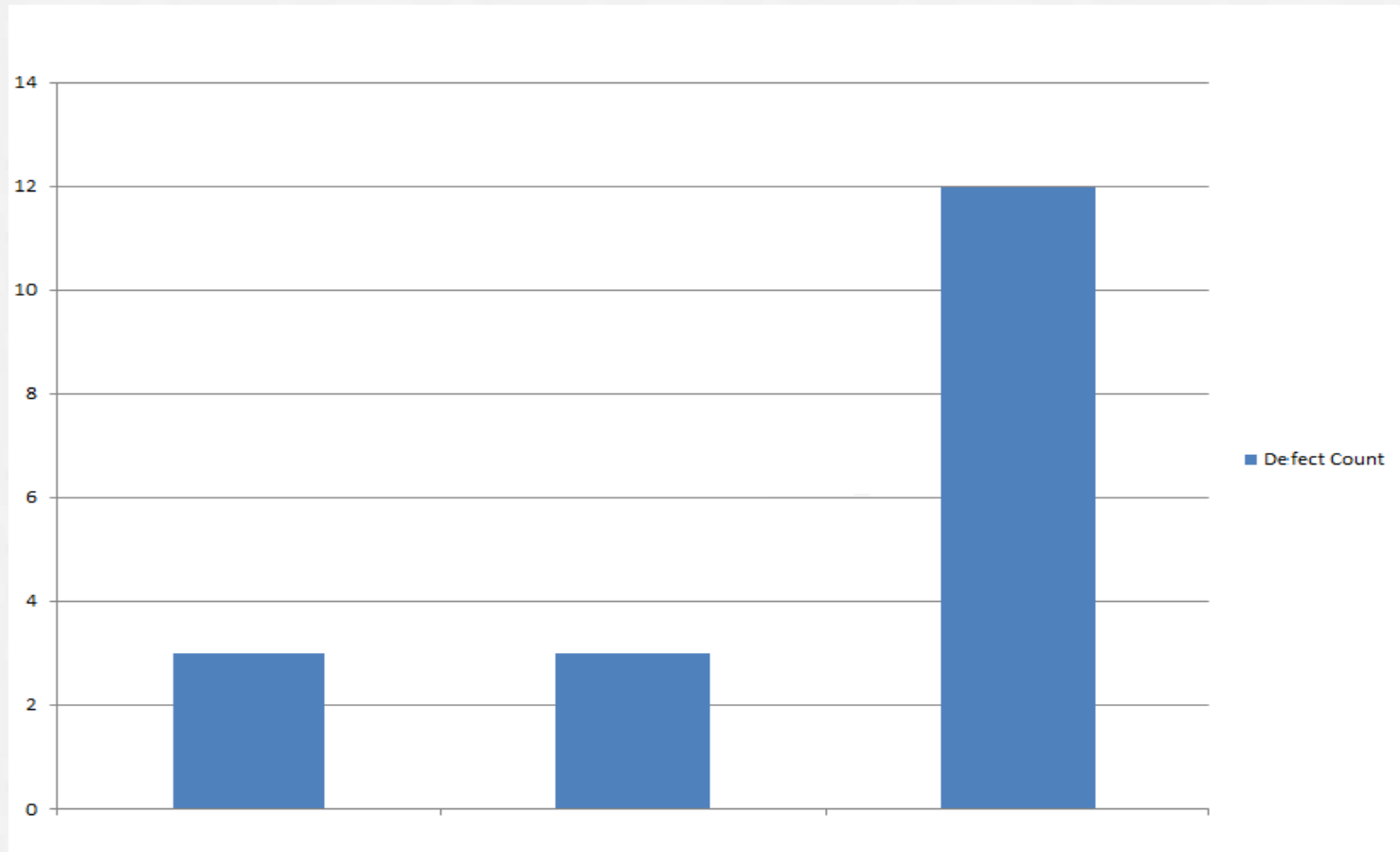
Quality

- Quality is “fitness for use.” A high-quality product does what its customers want in such a way that they actually use the product. Something that conforms to ill-conceived requirements [...] is not high quality. Something that is buggy isn't high quality because it isn't fit for use. – Mike Cohn

Impact Quality

- Quality of Life
- Customer Service
- Internal Engagement with our Testing Partners Onshore and Offshore
- Software Quality

Defect Count



Conclusion

- Care about what the team cares about at a cognitive level to build a strong team which will impact quality
- Autonomy, Purpose, Mastery
- Status, Certainty, Autonomy, Relatedness, Fairness