

**MAY DINNER MEETING**  
**Tuesday May 25, 2004**

**Test Maturity**  
**An Incremental Approach to Improvement**  
**Barbara Lake, The Lake Group Inc.**

What would you do if you were parachuted into a software company and given only 3 months to improve the QA department?

- Fire everyone on the team & hire consultants to do the testing.
- Bring in a SWAT team to implement new processes and procedures.
- Start a CMM project.

Or, none of the above?

Those of us who work in either the Quality Assurance or Testing field address the issue of how to improve while still producing software on a regular basis. Though usually given more than three months to effect improvement, the problems faced when introducing change are the same. The difference is our approach and what will be accepted by the company culture.

My approach in this instance was to use Koomen and Pol's Test Process Improvement guide to assess the organization's testing maturity and then develop a tactical action plan to introduce change. As I had only three months and several test projects to deliver at the same time, I had to embed the change in the development and testing groups' day-to-day activities.

This presentation will outline:

- The components of the Koomen & Pol's Test Process Improvement model used to assess the QA practices of the organization.
- A summary of the results.
- The tactical action plan.
- The results achieved over the 3 months.
- Where the company is today.

Barbara has over 20 years experience in most areas of software engineering including project management, quality assurance, software development methodologies, process development, facilitation, training, analysis and design, & testing. Barbara was a speaker last year at the 2003 International Quality Conference held in Toronto. She obtained her PMP (Project Management Professional) certification last year and is a Certified Software Testing Engineer (CTSE). She started her consulting company, The Lake Group Inc. in 1998.

**Presentations are on the last Tuesday of the month at the Sheraton Centre Toronto Hotel,  
123 Queen Street West, across from New City Hall**

If taking the subway, exit at Osgoode station (Queen and University), walk one block east along Queen to York.  
If driving, you can park at New City Hall, which is accessible underground to the Sheraton Centre.

Dinner and Presentation: \$35 Members, \$50 Non-Members  
Cash and Cheques are accepted at the door.

**Please RSVP by noon on Thursday May 20, 2004**

5:30 P.M. Networking      6:00 P.M. Dinner      7:00 - 8:30 P.M. Presentation

**For reservations, information and membership inquiries,  
visit our web site at [www.tassq.org](http://www.tassq.org) or phone TASSQ at (416) 444-4168**