



Stories about Quality Coaching

By Viviane Hennecke

25.04.2024



Who is Viviane Hennecke?

- Background: Communication Management
- Quality Engineering Architect at Accenture ASG
- Certifications: ISTQB, AWS CP, LSS GB, SPC 6.0, IREB, TOSCA
- Passions:
 - Quality Coaching
 - Agility
 - Yoga & Fitness
 - Neurodiversity
 - Thought Leadership Team



LinkedIn Profile



Why were Quality Coaches launched?

New needs in agile and mixed software development

Case 1

Need for coaching developers and other stakeholders

Case 2

Need for coaching testers in new methodologies

Case 3

Need for changing and establishing new processes

Case 4

Mix of Case 1-3



What does a quality coach do?

*“A quality coach **guides, supports and rally a team** to collectively own and improve quality through facilitation, education, experimentation and visualisation. They are a passionate **advocate for quality.**”*



Anne-Marie Charrett




Viviane Hennecke

*“Quality coaching is an activity that aims to **understand and improve processes, people and working methods** in order to make work more pleasant, effective and efficient for everyone.”*



Practice Example - Elevating Acceptance Criteria

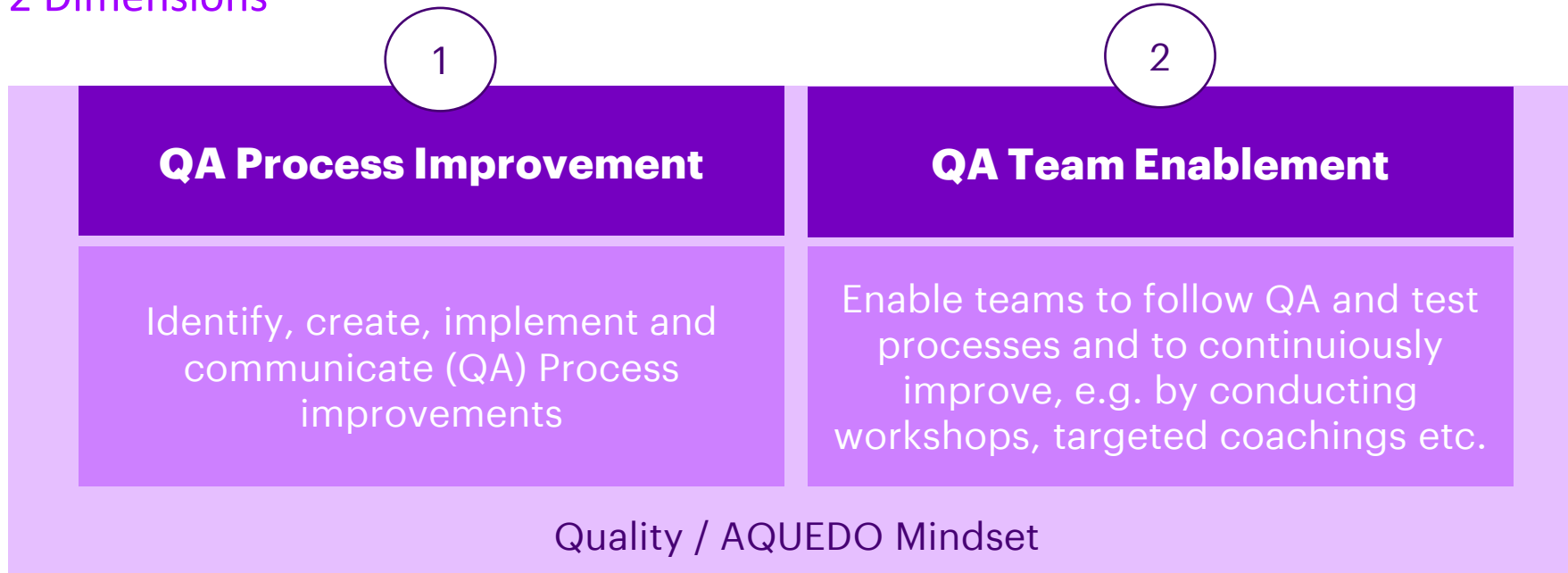
- Complex system landscape
- Waterfall and agile delivery



Acceptance
criteria should be
understandable
and testable.

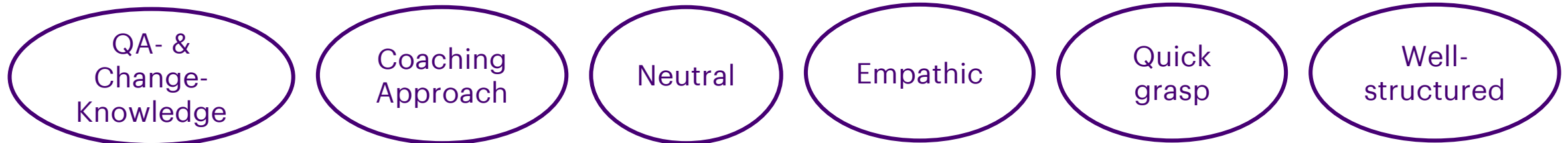
The Quality Coach Profile

2 Dimensions



[LINK](#)

Skillset of Quality Coaches



When should we apply Quality Coaching?

1



2



3



4



5

None

No or move to acceptance criteria (documented)

Bad Quality

Not understandable, not testable

Good Quality

Manual, structured process

Partly

automated

Introduction of TDD, BDD, ATDD

Optimized

e.g. Quality reviews by GenAI (syntax, coverage)

**Quality Coaching has
many storys to tell**