



## Champagne QA

*on a Beer Budget*

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Quality Matters

### Why this topic now?

The industry is in a state of unstable equilibrium and continues to:

- Downsize, right size,
- Off shore
- Extend work hours
- Under staff
- Lack real project management
- Make, break and remake schedules
- In appropriately hire



## So hasn't it always been this way?

- Trickle up has been accelerating at an alarming rate
- Regulatory compliance affects just about every company (Sarbanes-Oxley)
- Value Added differentiates
- Mental Illness is quite prevalent



## CEO Compensation



## Regulatory Compliance


- Sarbannes-Oxley
- SEC
- FDA
- State legislation



## Wellness in the workplace

- Sociopathic Behavior (it's estimated that 1 in 25 people exhibit sociopathic behavior)
- Anti-depressant and Anti-psychotic drug use is up
- Attention Deficit drugs are extremely popular
- Stress related disease is higher than ever due to layoffs, smaller job pool
- Mental disorders are common in the United States...An estimated 22.1 percent of Americans ages 18 and older—about 1 in 5 adults—suffer from a diagnosable mental disorder in a given year. When applied to the 1998 U.S. Census residential population estimate, this figure translates to 44.3 million people. In addition, 4 of the 10 leading causes of disability in the U.S.\*

\* Nathional Institutes of Mental Health web site  
(<http://www.nimh.nih.gov/healthinformation/statisticsmenu.cfm>)



## Why is mental and physical health in this discussion?


- Balance is required to make good decisions
- Burnout happens silently
- With burnout comes lost opportunity, lost intellectual capital, lost productivity
- **“Consider these statistics: Physician insurers have seen disability claims from doctors climb by more than 60 percent since 1990; 85 percent of physicians say their family life often or sometimes suffers from the emotional demands of their profession and 30 percent say they would change their profession today if they could.”\***

\*American Academy of Family Physicians <http://www.aafp.org/fpm/20000400/70prev.html>



## Decision Process

- Build or Buy or Borrow
- Are we overlooking something we have already – can it be re-purposed
- Open Source
- Freeware
- Shareware
- Good value for a dollar



## How long will this live and is it changeable?

- Trend towards single use apps
- More value with all-purpose tools like databases, spreadsheets, word processors



## Tools

### The Good News

- New cheaper tools
- Many better and reliable Open source
- Many of the Microsoft Office products are on your desktop now

### The Bad News

- The sheer number makes the decisions difficult
- Same problems of tool introduction as expense



## Scenarios

QA Micro 1-2 people	QA Mini 3-6 people	QA Average 7 or more QA people
QA personnel each with 15 years of experience	QA personnel – 1 highly experienced, the rest range from 2-10 years	QA personnel generally under 2 years of experience.
2 platforms and the web	3 platforms	1 platform and the web



## Solutions

- QA Mini
- QA Micro
- QA Average



## In Summary

- Think before you buy
- Always sleep on your decision
- Balance – find the middle way
- Take care of yourself and your team



## Please give us feed back

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