

TANMAY VORA

FOREWORD BY DR. PANKAJ JALOTE

#QUALITY tweet

140 bite-sized ideas
to deliver quality in
every project

BOOK 01

A #THINKtweet BOOK

#QUALITYtweet

140 Bite-Sized Ideas to Deliver Quality in Every Project

Book Excerpt

By Tanmay Vora

Foreword by Dr. Pankaj Jalote

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140 Bite-Sized Ideas to Deliver Quality in Every Project

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Chapter II: Process & Quality

Chapter III: Management, Leadership, & Quality

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140 Bite-Sized Ideas to Deliver Quality in Every Project

Foreword by Dr. Pankaj Jalote

‘#QUALITYtweet’ is a brilliant compilation of practical ideas that ignites thought processes to improve and excel.

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Chapter 1

People & Quality

Organizations are comprised of people. The “human factor” can become your biggest obstacle on the journey to quality if not managed carefully. The attitudes of your people and their alignment to your vision are the two most important factors for organizational success. This chapter offers practical “twinsights” on the “people aspect” and how such perceptions can impact the improvement, initiative, and overall quality of experience your organization delivers to its customers.

1

Great quality is a by-product of good people passionately working towards an organization's goals.

2

The recipe for great quality = the right people following the right processes, employing the right tools at the right time.

3

If your internal customers (people) are not happy, how can you delight your external customers (clients)?

40

A sure way to kill
creativity: be
over-critical
when people
make mistakes.

Chapter II

Process & Quality

Process is the foundation upon which people work to build quality. Process is not just a collection of “work instructions,” but an enabler that gradually builds the culture of your organization. A good process can be a great tool for people to deliver quality and for an organization to measure improvement. This chapter presents ideas on how processes can be effectively managed to build a customer-oriented quality culture.

57

“Cure” precedes
“prevention.” You can
think of prevention
after you have learned
how to cure the
immediate problems
of your customers.

58

Early wins in
initial phase = great momentum for
rest of your improvement journey.

59

The tools you use for automating
your processes are like grease.
They help a great deal in a
“smooth” implementation.

79

Critical improvement goal:
reduce the time spent on re-work
and inspections.

80

EASY: improving
what exists.
DIFFICULT: identifying
what is missing.

Chapter III

Management, Leadership, & Quality

No organizational or cultural improvement is possible without management commitment. Leaders play a pivotal role in “aligning” the organizational values, processes, and people to a common vision. Commitment to quality begins at the top and trickles down in an organization. This chapter addresses the “soft” aspect (but often a “hard” one) of what is required of management and leadership to drive excellence.

81

The core of a quality system is having confident managers who realize that caring management does not mean weak management.

82

Quality101: deliver better
quality than you would expect
as a customer.

83

Quality improvement is like a
high-jump; after each success,
the bar is raised further.

140

For a quality
improvement initiative,
good news and bad
news are ALWAYS
better than no news.

About the Author



Tanmay Vora heads Quality Assurance & Testing at Gateway TechnoLabs, an offshore software service company based in India. Tanmay has 12 years of diverse experience in software development methodologies, quality management, and process-improvement initiatives. He specializes in building independent testing teams from scratch.

Tanmay has been actively associated with professional organizations like the Project Management Institute and Computer Society of India. He has served Computer Society of India as a member of the managing committee.

He speaks and consults on Software Quality Assurance and blogs at <http://www.gaspire.com/blog>. You can follow him on Twitter at <http://twitter.com/tnvora>.

He loves writing real-life short stories, reading, music, and is a passionate explorer of management and leadership subjects. He currently lives at Ahmedabad (India).