

Quality Decisions Installment Three

In 2006 the global software and information technology profession consists of a diverse workforce, so too do many workplaces who realize that each culture has nuances or different perspectives that can contribute to higher levels of value, excellence and professionalism. On November 23, 2006 we added a post to our Weblog in the category 'Professionalism' that included these words 'Inherently through *Qube* ... 'Quality unity brings excellence'. This installment of Quality Decisions acknowledges Qube particularly as we believe Inherent Quality is a culture for cultures, as well as a culture of cultures. With such we send out **Thanks** to our North American visitors (who continue to represent the largest percentage of our visitors) and to our other visitors from around the globe. We recognize that Unity is strength, and that Diversity is also strength. Neither however is without its challenges. Both however are important when establishing and maturing an inherent quality culture. While Unity and Diversity can be seen as opposites, they should be combined or integrated. Doing so in a product brings completeness and value-added richness from the included features and functions. In years to come, the diversity associated with present day frameworks and standards will progressively be unified to bring a reduction to complexity and an increase to overall value and acceptance. Mappings and Comparisons are helping to move in this direction; and future Global Summits may be an answer to higher levels of convergence and simplicity. In the meantime promoting an inherent quality culture is key. Working as one we can combine our strengths and overcome challenges. Here are a few ways you can get started.

- ☑ Review the pages of InherentQuality.Com, request and read our Manuscript, begin to share awareness and to introduce and promote an inherent quality culture in your organization
- ☑ Incrementally provide developers and others with XP, SCRUM, MOF/MSF, Inherent Quality, TSP/PSP, CobiT, ISO 9001, PMBOK, CMMI and other reading material and lunch and learn sessions (e.g. have such include an introduction to SEI's Team and Personal Software Processes and the related PSP Body of Knowledge)
- ☑ Hold special sessions for Project Management, Executive and other Stakeholder groups
- ☑ Start identifying flawed or manual tasks that:
 - i) should be replaced by improvements or automation to enable various benefits such as enhanced speed, completeness and accuracy;
 - ii) call out with opportunities for improved inherent quality

Furthermore to help you identify inherent quality opportunities, here are a few questions you might ask yourself. Please note this list is in no way exhaustive. Is the data you are looking at accurate and consistently reported? Does your tool generated report provide an abundance of data but not the specific information senior management seeks? Do instructions leave room for a calculation to be done in different ways with different results? Do you have to manually draw from various reports to get the actual report management seeks? Are you asked to provide an important deliverable yet given brief instructions on the fly and while you are in the middle of trying to do other tasks and without a real opportunity to absorb the instructions and to think of the questions you will need clarification on before being able to properly complete the deliverable? Are you given any opportunity to be proactive, or do you hardly have time to be reactive and must operate without active prevention based technologies? When you and your colleagues have to perform the same type of duties at different times, do you all receive the same training? When you are asked to partner with a teammate, do you have a common time that you can both work together, and do you both have sufficient available cycles to provide a quality deliverable on time?

Quality unity brings excellence. Partner with others and combine your strengths... inherent quality thanks and rewards you and others for doing so.