

*TSP Symposium 2014*

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# Tales from the Quality Journey

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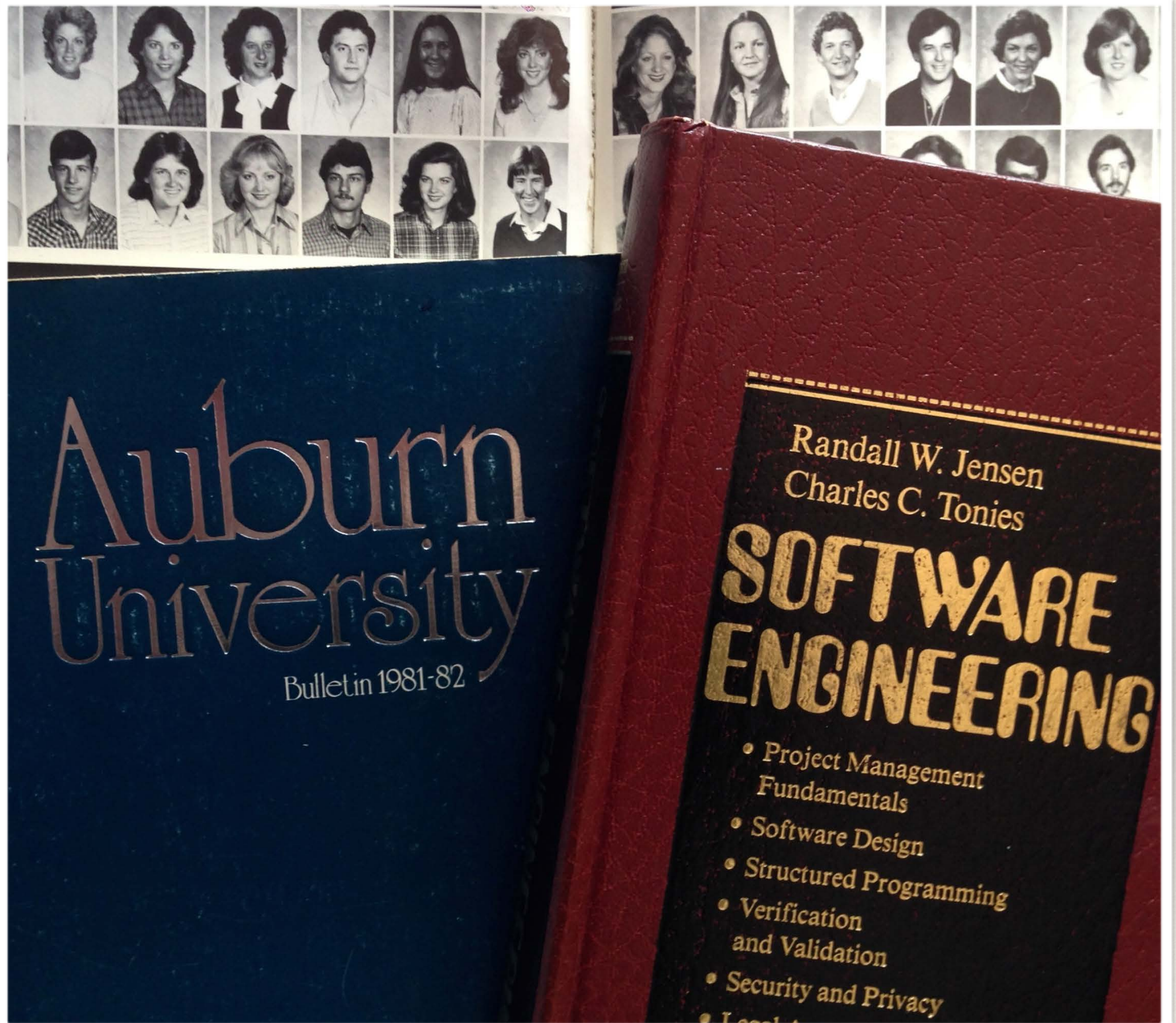
Darryl L. Davis  
Principal  
Davis Systems



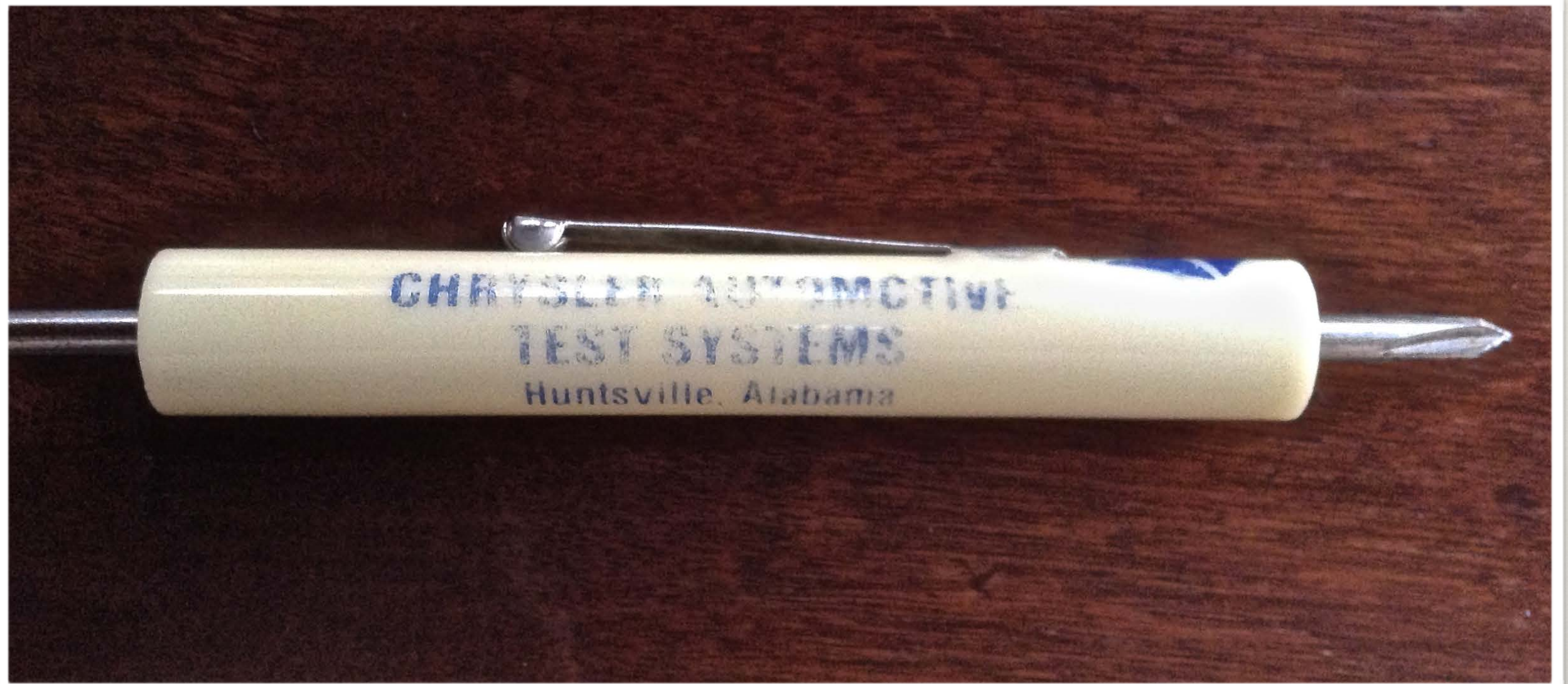
# A Career of Quality Learning



# A Good Start







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Applying What  
We Were Taught

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Our First Great  
Team

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# Design for the Long Term

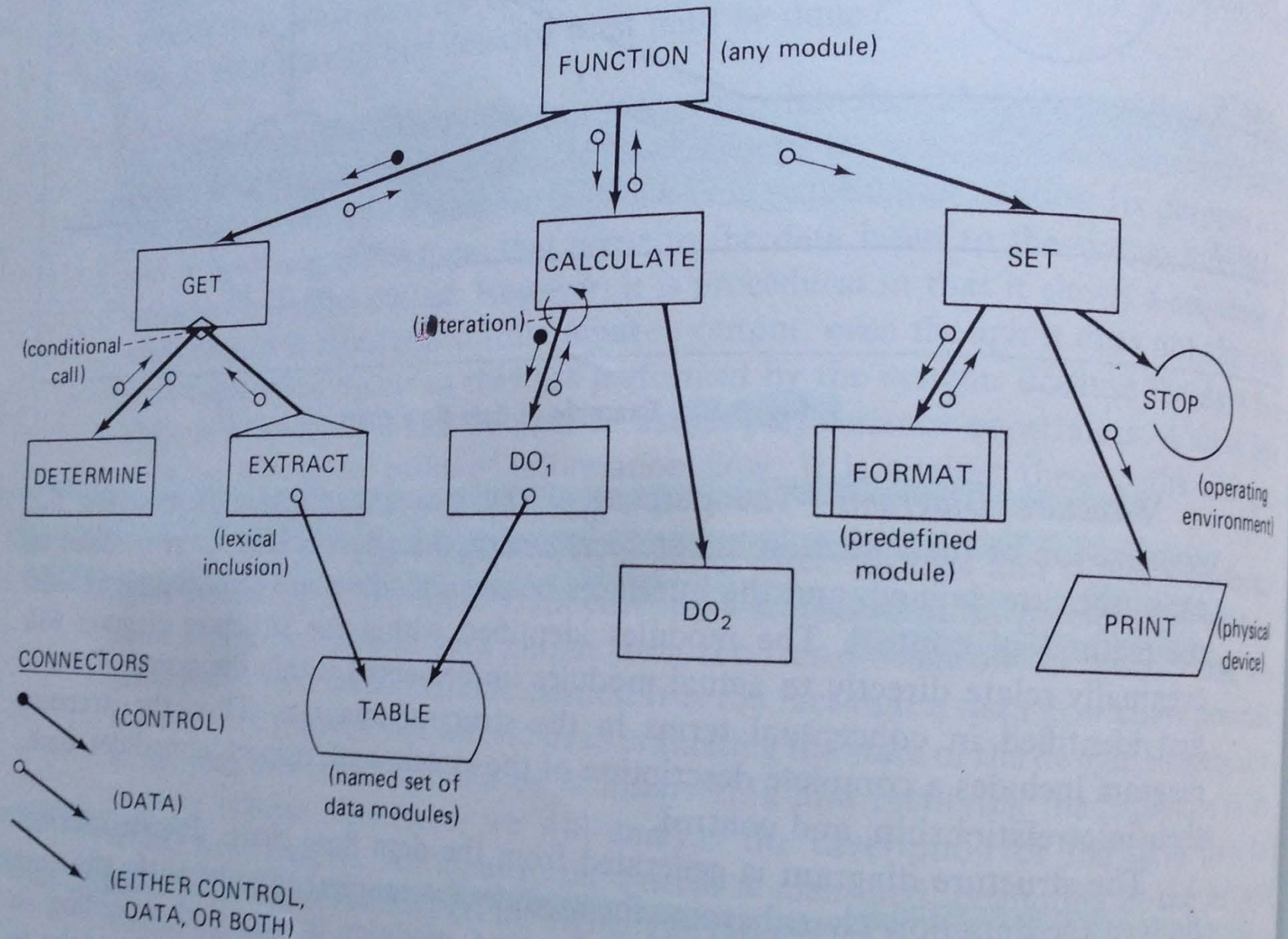


Fig. 3-20 An example of structured design

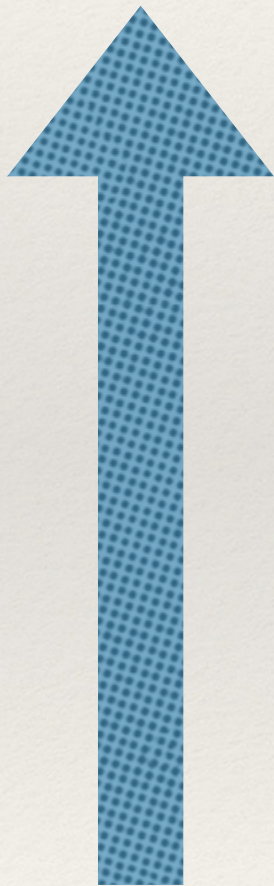


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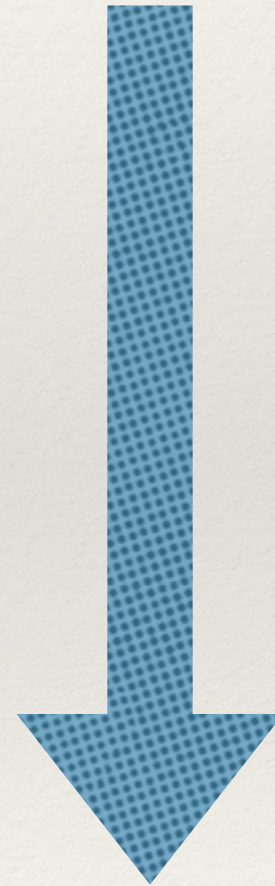
# Tools and Automation

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Ups



Downs





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Simpler, Smaller,  
Better

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# Losing Things

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# The Well-Engineered, Low Defect Products that No One Wanted

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# Near-Zero-Defect Products

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Personal reviews

Filtering out the defects

Making reviews effective

Preventing defects



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# Quality Insights Summary

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- ❖ Start with education, provide training and coaching, and build in continuous learning.
- ❖ Build and sustain the team.
- ❖ Emphasize design and quality management over coding and testing.
- ❖ “Build the right product, and build the product right.”



# Building the Right Product Right

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- ❖ Work to understand the needs.
- ❖ Design to the needs.
- ❖ Work to make things simple and elegant and keep them that way.
- ❖ Plan quality, design it into the process, and actively manage it.
- ❖ Work iteratively and incrementally.
- ❖ Design the right process, then automate it.
- ❖ Keep organized.



A Continuing Journey...