Can anyone guess what this is?
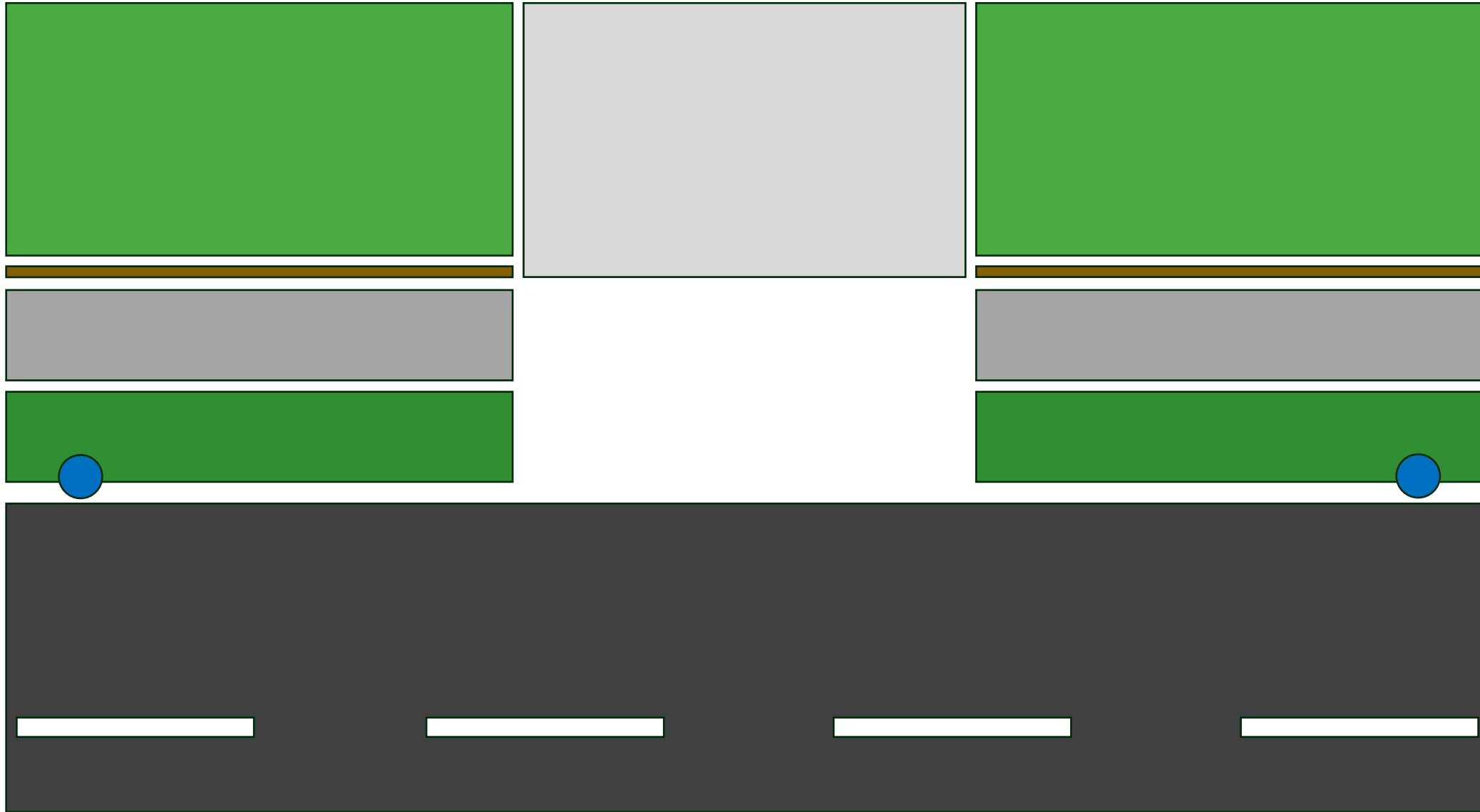
Who are Farmers Mutual Group? (FMG)
What is our WHY?

Our Purpose

A better deal for rural New Zealand

Our Vision

Helping to build strong and prosperous rural communities

Our Values

We're in it together - Ko tātau tātau

Do what's right - Whāia te ara tika

Make it happen - Whakatutukitia

Proud of who we are - Whakahīhī i te whakapapa

Who are Farmers Mutual Group? (FMG)

What FMG does:

FMG's 'Why':

One example of

How FMG lives up to it's WHY: The Service Profit Chain

- Profit and growth are stimulated primarily by customer loyalty.

- Loyalty is a direct result of customer satisfaction.

- Satisfaction is largely influenced by the value of services provided to customers.

- Value is created by satisfied, loyal, and productive employees.

- Employee satisfaction, in turn, results primarily from high-quality support services and policies that enable employees to deliver results to customers.

Where does the Testing Practice fit in?

Channels		Channels

Insurance Suite

The Testing Practice

Setting a goal. What is our destination?

We have created a culture of quality at FMG, where quality is everyone's responsibility.

Start where you are...

~~What are some pain points we experience?~~

What are some pain points (basically every Information / tech business) experiences?

We would like:

- More time available to spot and solve challenging problems

- Less time spent carrying out repetitive checks 'just in case' something goes wrong

- To know we're doing a good job. And that our efforts are valued

- To feel proud of the job we've done

- And most importantly...   To have great test coverage.
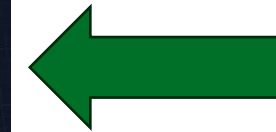
Because isn't that what really matters?

Steps to take 's' = Destination / Starting point?

Solve for 's'

No

Fostering a Quality Quality Culture

NZ Tech Rally

Adam Howard

(*He's a smart person. You should watch his talk*)

No

Yes

Our 'strategy on a page'

Our goal:

We have created a culture of quality at FMG, where quality is everyone's responsibility.

Our strategic pillars:
(Supporting us to reach the goal)

Define	Enable	Advocate
Teams understand what good looks like	Teams have the knowledge, skills & tools to succeed.	Teams have the space and culture to succeed

Click here:
(to learn more)

Guiding Principles for Quality, in BIS. (Below on this page)	**QA Processes** (If we have it defined, find it here)	**QA working group**
QA competency Roadmap (a lens on what the future may hold)	*Coming Soon…* **Test Automation** (Approaches, Frameworks, etc.)	**Quality Community of Practice**
Coming Soon… **Standards** (Unsure if you're in compliance?)	*Coming Soon…* **QA Tooling**	

Our (BIS) Quality Principles

**Quality
is everyone's
responsibility**

Every BIS team
member plays a role
in ensuring high-
quality products and
services in
our technology
ecosystem

**We 'Shift left'
wherever possible**

We prioritise prevention
and integrate
quality assurance
earlier in the
development process.

**We use a risk-based
approach**

We identify and assess
potential quality risks
based on their impact
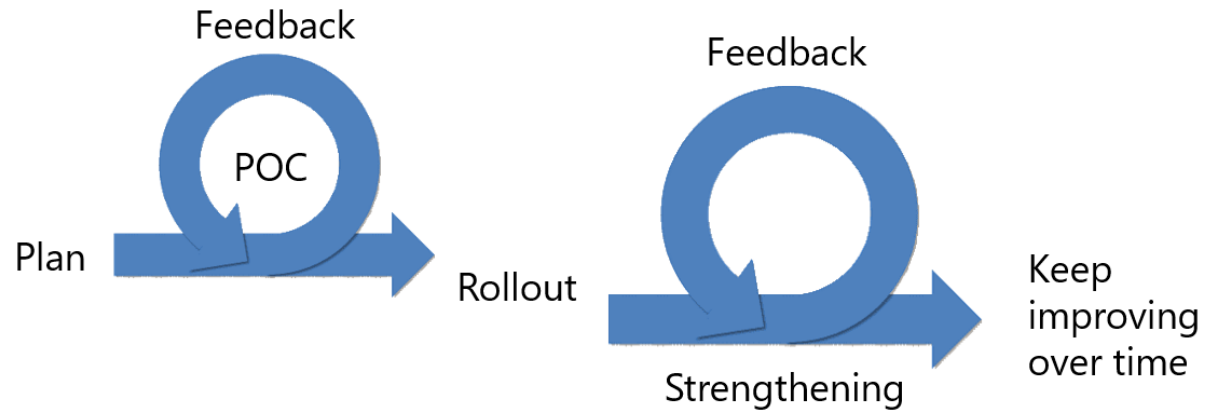and likelihood.

**We will follow a user
centric, context
driven approach**

We tailor our efforts to
the specific needs
and goals of each
initiative, always
keeping our
end users in mind.

An example of how we grow the strategy

Quality is everyone's responsibility
Every BIS team member plays a role in ensuring high-quality products and services in our technology ecosystem

We 'Shift left' wherever possible
We prioritise prevention and integrate quality assurance earlier in the development process.

We use a risk-based approach
We identify and assess potential quality risks based on their impact and likelihood.

We will follow a user centric, context driven approach
We tailor our efforts to the specific needs and goals of each initiative, always keeping our end users in mind.

Feedback

POC

Plan

Rollout

Feedback

Strengthening

Keep improving over time

Goal:

We have created a culture of quality at FMG, where quality is everyone's responsibility.

What next?

| | Quality is everyone's responsibility | We 'Shift left' wherever possible | We use a risk-based approach | We will follow a user centric, context driven approach |

Our goal:
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Teams understand what good looks like

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QA competency Roadmap
(a lens on what the future may hold)

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(Approaches, Frameworks, etc.)
Coming Soon...

Quality Community of Practice

Standards
(Unsure if you're in compliance?)
Coming Soon...

QA Tooling
Coming Soon...

Key Points to remember:

- Don't focus too much on the destination day to day, but do set some clear goals

- Do focus on how to introduce change iteratively, and how to relate it back to your goals. Be prepared to pivot often.

- The key differentiators between your business and any other, are the people you work with, not the processes you create. Invest time in your people.

- Go and watch Adam's talk on 'Fostering a quality quality culture' ☺