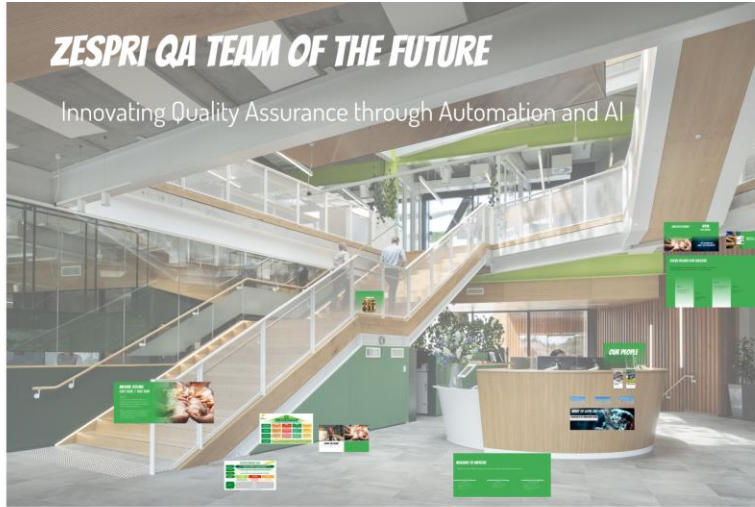


ZESPRI QA TEAM OF THE FUTURE

Innovating Quality Assurance through Automation and AI



MATURE TESTING LAST YEAR / THIS YEAR

2024/5

Our vision was for the Zespri QA Team to integrate testing seamlessly within solution delivery teams, fully embed test automation, & fully embed new testing tools.

Why? To enhance quality, ensuring that it is a fundamental aspect of every stage of the SDLC, leading to improved outcomes and more reliable solutions.



2025/6

Our vision remains largely unchanged, but endeavour to leverage more AI. We have embedded test automation into project testing but still find it challenging to embed it into business-as-usual. Testing tools like qTest & Tosca have become pivotal in delivering great quality software.



DRAFT

2025/26
OUR AMBITION

AGILITY & INNOVATION THROUGH AUTOMATION & AI

TO PROVIDE CONFIDENCE IN THE SOLUTIONS WE DELIVER, AND ENABLE A POSITIVE USER EXPERIENCE, THROUGH INNOVATIVE USE OF AUTOMATION & AI IN OUR TESTING & RELEASE PRACTICES

FOCUS PILLARS

The areas we will focus on to deliver our ambition

PRIORITIES

Things we will focus on to achieve our pillars

KEY MEASURES

How we know we've succeeded

CRITICAL ENABLERS

Things we need to deliver our priorities

MATURE

the core to stabilise and scale our practice

- Embed testing into solution delivery teams
- Continuous Improvement initiatives
- Embed test automation
- Improve testing efficiency & effectiveness

- Defect Containment Efficiency > 80%
- Increase in the use of test automation within projects & BAU
- Embed the use of qTest

STRONG TEST DATA & PROCESS GOVERNANCE

Test Data Management foundations in place

CREATE

the future by improving efficiency through innovation

- Experiment with Artificial Intelligence
- Experiment with Autonomous testing
- Enhance Test Data Standards

- Change Failure Rate <= 15%
- Changes Causing Incidents <= 15%
- AI Proof of Value successfully completed
- Autonomous testing Proof of Value successfully completed
- Agents AI Proof of Value successfully completed

STRENGTHENED CAPABILITY

Invest in our teams and industry networks to develop capability and expertise

THRIVE

together and grow our skills as one global digital team

- Embed QA's into solution delivery teams
- Share our success stories
- Continuous learning
- Invest in our people
- Upskill in automation, AI & Autonomous testing

- Q&S Team Engagement score >= 80 by 31 Mar 2026
- 100% personal development plans agreed & achieved
- Increase in tested BAU changes year on year

INNOVATION MINDSET

Bring innovative thinking into our ways of working

MEASURE

to improve the cost impact of our decisions

- Industry Benchmarks
- Testing Efficiency & Effectiveness
- Change & Release Maturity Assessment

- Minimum of 1 CR Maturity Assessment completed per year
- Testing Efficiency & Effectiveness actively measured after medium to large projects

COMPELLING STORY-TELLING

Share success stories to reflect our values & capabilities



CREATE THE FUTURE

Continue Automating, Explore Autonomous Testing & Experiment with Artificial Intelligence

Create testing efficiencies through faster test case creation, creation of code, creation of functional spec documents and more

Pitfalls

'We are creating so much with AI, don't we need more testing?'



THRIVE & GROW OUR SKILLS

Technical Skills

Invest in our people & grow their skills in automation, autonomous automation, agentic AI & AI in general

Non-Technical Skills

Invest in leadership skills & being a skilled advocate for quality
How do we sell quality better?

Pitfalls

Technology is moving fast. How do we keep up?

Leadership is not for everyone! Some people just can't sell, they just want to TEST!

MEASURE TO IMPROVE

Monitoring critical metrics to ensure the success of Zespri's Quality Assurance practice

IMPLEMENT AUTOMATION & MATURE TESTING

2023/24

- Automate 20% of high priority master regression tests year on year to enhance testing efficiency
- Testing Maturity increased from TMM Level 1.5 to 2.5
- QA Team Engagement score >85

EMBED AUTOMATION & INVESTIGATE AI

2024/25

- Automate 20% of high priority master regression tests year on year to enhance testing efficiency
- QA Team Engagement score >80

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EMBED AUTOMATION, INVEST IN AI (incl. AGENTS)

2025/26 & BEYOND

- AI Proof of Value successfully completed
- Autonomous testing Proof of Value successfully completed
- Agents AI Proof of Value successfully completed
- QA Team scored on AI & Autonomous testing
- QA Team Engagement score >80

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AUTOMATED TEST GENERATION

AI-driven testing tools can automatically generate test cases based on user requirements, reducing manual effort and increasing efficiency.

PREDICTIVE ANALYTICS & ENHANCED BUG DETECTION

Machine learning algorithms can analyze the system, predicting potential defects and areas of concern, thus prioritizing testing efforts. It can enhance bug detection by identifying patterns and anomalies, leading to faster issue resolution and improved software quality.

AUTONOMOUS TESTING FOR SAP

Autonomous testing uses AI, machine learning, and automation to detect changes in SAP environments (e.g., updates, transports, custom developments). Analyze the impact of these changes. Automatically generate and prioritize test cases. Execute tests without manual intervention. Provides real-time insights and reporting.

WHAT TO LOOK OUT FOR?

LEVERAGING AI TO TRANSFORM TESTING



ENGAGEMENT

A highly engaged team reflects a motivated and committed team, fostering a positive work environment and enhancing productivity.



PERSONAL DEVELOPMENT

Personal development plans are vitally important in supporting individual growth, skill enhancement, and engagement.



BE CURIOUS & EXPLORE

- Don't be afraid to try things.
- Don't think of failure.
- Ask yourself "What work tasks are waste and can be removed or automated now?"
- Book time to learn every week.

SHARE YOUR SUCCESS STORIES

- Highlight & inspire others to learn.
- Highlight & celebrate.
- Build the culture of learning.
- Build trust.

WHAT DOES IT MEAN FOR YOU?