I was given 7 ICs from Eng.QA.ManualTesting TR (Test Writing and Test Execution). The goal was set as 45 units @ 100% FTAR based on W2 performance of TP.

Name	Quality change						Productivity Change					
	T4W	W1		W2	W3	W4	T4W	W1		W2	W3	W4
Roopa Mohan	100.0%	100%	Metric changed	100%	100%	100%	444	576	Metric changed	45	70	72
Josephine Sujatha	99.9%	99.8%		98.3%	98.6%	98.8%	465	602		39	72	61
Ravi Chennegowda	99.9%	99.4%		100%	100%	100%	424	470		34	49	70
Siva Samala	99.2%	100%		99.0%	96.9%	98.5%	424	571		56	65	67
Rahul Aggarwal	99.1%	100%		100%	62.1%	100%	500	618		40	66	56
Fathima Noorein	99.0%	97.7%		99.0%	95.8%	97.0%	386	595		57	71	100
Dinesh. Karmankar	99.0%	100%		100%	100%	100%	457	491		33	49	84
Weighted Avg.	99.4%	99.6%		99.5%	93.3%	99.2%	442.6	560.4		43	63	73

Week 1: [Core, Cntnt] From DD, 33% of failures in T1W were due to ICs using older versions of TE tool, missing recent bugfixes. Asked ICs to update tool. Quality improved from 99.4% to 99.6% and 3 more ICs reached 100% FTAR.

Process change: By the second half of the week, the team's process, and the unit definition changed: Team became responsible for writing and executing E2Es (End to End). I clarified changes, created a plan, did a new TMS.

[Core, Prcs] From CiCs, I learned that ICs spend 13% of their time on trying to find & assign backlog - there was no auto allocation (Test Rail test-cases in old process and Jira tickets in the new process). Coached the ICs to use only Test Rail for backlog (old process). Productivity increased by 20%.

Week 2: [TP] GW revealed that TPs have a local note of frequently used credentials, URLs and IPs. Coached team to have collaborative notes on Google Docs to increase productivity by 5.3%. **[Core, Prcs]** Daily CiC reveals product knowledge is the highest contributor to quality and productivity enhancement. I created and implemented a learning Plan to increase productivity by 12%.

Week 3: [Core, Cntnt] IC spent 135 seconds (16 steps) while creating test cases manually in TestRail. I suggested using Jira's "Add Test Case" button to create a TC automatically and navigate directly to TestRail Test Suite. Productivity increased by 12% **[Core, Cntnt]** Using ZBT, I found that the test writing in the new process involves a lot of copy-pasting and typing effort taking up to 385 seconds (for a 5 step E2E). I coached ICs to use split screens and use keyboard shortcuts of Jira, Testrail and TE tool for easier copy-paste. P. improved by 26%.

[Core, Cntnt] Deep Dives revealed that 87% of failures were because ICs are choosing not to use the TE tool for execution in failure/ blocked cases (because it is faster without TE tool on such cases). Coached all ICs to focus on quality and use TE Tool for all test executions. Quality increased by 5%; Rahul's FTAR reached 100% on W4.

Week 4: **[TP]** GW also revealed that TP is using Grammarly to review E2E's faster after copy-pasting from Jira to TestRail, whereas other ICs did manual reviews. Coached all ICs to use Grammarly. Q. increased by 5%. **[TP]** Through Daily CiC, I found out that TP knows

solutions to all of BP's reasons of failures which indicated the playbook needs an update. Created a [Failure's FAQ](#) to update the TR playbook. Quality of BP to increase to 100%. **[Core, Cntnt]** [Suggested a TE](#) a tool feature: Burst image capture for split-second screen elements (to catch fast screen movements); until TE tool feature is implemented by TE tool development team, I coached IC to record their screen (e.g. via Zoom) for such test cases and take the screen-shot from the recorded video. Second TE Tool suggestion is to provide at least 1 more instance of TE tool to enable parallel testing as some test cases have installations; until TE tool feature is implemented by TE tool development team, I have coached IC to install TE Tool within a virtual box and use it for parallel execution of two test cases. Both suggestions and their workarounds will improve the quality to 100% as manual test execution will be avoided. Added [Best Practices](#) implemented with the ICs in the team room and [Failure FAQ](#) to the team room playbook. P. increased by 16%.

4 of 7 IC reached the goal. I prepared a [1-week plan](#) where I coach the ICs for the mistakes they did on their last week. (ICs already coached after their W4 failures - results will be seen on W5).