I had 7 ICs from Eng.QAManualTesting. The goal was set as 483 units @ 100% FTAR. In W3, a new goal was set as 69 E2E @ 100% FTAR due to metric change. After two weeks 2 ICs met the target.

	Quality change						Productivity Change						
Name	T4W	Week 1	Week 2		Week 3	Week 4	T4W	Week 1	Week 2		Week 3	Week 4	Notes
Nalini Kakitha	100.0%	100.0%	99.8%	Metric changed	100.0%	100%	483.3	601	567	Metric changed	69	85	
Anuja Sreekanth	99.3%	100.0%	OoO		100.0%	100%	452.0	547	OoO		57	69	
Parag Deshpande	97.6%	100.0%	98.5%		100.0%	OoO	183.3	605	508		67	OoO	
Basmah Iman	99.9%	OoO	99.4%		100.0%	OoO	430.8	OoO	500		50	OoO	
Radhika Khanolkar	94.8%	100.0%	99.5%		98.0%	99%	450.5	549	548		57	74	
Amit Papreja	96.7%	99.8%	99.8%		99.3%	87%	117.5	485	506		50	71	
Mohamed Youssef	97.9%	OoO	99.6%		95.1%	100%	313.3	OoO	495		90	58	1 day off
WEIGHTED **AVERAGE**	98.2%	99.96%	99.4%		98.9%	0%	347.2	559.5	520.7		62.9	357	
Failure Count	137	1	18	0	8	3							

Week 1: [Core] From DD, I learned that 40% of the failures occurred because ICs were unclear when they should execute preconditions. I wrote a clear set of rules for ICs to make decisions and shared it with ICs to use it. I have enforced this during CiC resulting in quality increase from 98.2% to 99.96%. **[Process]** From CiC, ICs spent 4 hours/week identifying unassigned tickets for execution. I created a dashboard that has direct links to the test plan (missing on current dashboards), ranked by number of unassigned test cases. Because ICs no longer needed to look for unassigned TC their productivity increased by 23.2%. **[TP]** TP identifies potential blockers (e.g. missing credentials) a day before, acts and have them resolved a day earlier rather than getting blocked during execution. Using CiC I tracked and enforced a 15 mins task for ICs to confirm virtual machines, credentials, correct OS, and tools (Postman, Curl, etc.) for the next day activities using this checklist. Productivity improved by 5%.

Week 2: From GW, I learned that the TP documented the most frequent closing remarks and environment details and simply copy and pasted this info when appropriate. Other ICs were manually typing this info in. I coached ICs to reference this documentation and copy/paste instead of manually typing. I enforced this with GW and saw ICs using this documentation which increased productivity by 5%. *Note: quality dropped in week 2 and half of the quality failures (9 units) came from a malfunction in the TET (precondition test cases were not displayed by TET). Mid-Week 2, metric & processes of my team changed to E2E test execution. I created a document to clarify the changes, shared it with ICs, performed a TMS for the new process.

Metric/Process change (again): Team metric changed from E2E test execution to E2E test writing and execution starting day 1 week3. Automated process for test case allocation in test rail to ICs providing 6.5% productivity increase was identified, progressed but not executed due to this change. I updated the document to clarify the changes, shared it with ICs, performed a new TMS for the new process.

Week 3: [Core TMS] From TMS and ZBT, I learned that ICs were navigating to TestRail->projects->Test Case Suites->Test section to create a test case. I researched and enforced the use of Jira's Add Test Case feature that is integrated with TestRail which eliminated 6 steps (20 sec) from TMS. Productivity increased by 9%. **[Core ZBT]** ZBT also reveals that ICs

go back and forth 16 times (64s) between Jira and Testrail. I used UI.vision extension to automate the process: Created a demo, coached my ICs, and helped the installation of the tool on ICs machine. Productivity increased by 15%. **[Core TP]** From GW, I realized TP directly starts writing and checks the environment only when executing, and fails TC if env. fails, whereas BP checks env. before initiating writing, and IC is blocked when env. fails. Coached her to follow TP's practice. Productivity increased by 10%.

Week 4: [Core ZBT] From DD, I identified 25 PCA test writing patterns in 800 jira tickets, created an automation plan, demo, usage instructions and implemented automation of 17 patterns using UI.vision which is now used by ICs. Productivity has increased by 25%. **[TMS]** TMS revealed that Putty test cases were manually executed for each task. I created a script file and instructions showing how ICs can do the same from cmd line. This improved productivity by 5%.

Week 3 explanation:
E2E requires ICs to follow IQB for writing and execution. ICs cannot block/fail Jira ticket for environment availability reasons until the test case execution stage. Writing+Executing = 1E2E which quantifies ICs efforts while reviewing environment. Being blocked without writing TC does not produce any quantified metrics and it also takes away ICs power to block Jira ticket.