

apexorion Lean Coffee

Spilling the Beans...



Be the early eagle, rise and register!



- APPLIES TO THE FIRST 5 WHO REGISTER EARLY. WHILE THEY LAST. NO REFUNDS. NO CHANGES.
- \$799 for CSM & \$859 for CSPO
- Contact ApexOrion for your discount code (info@apexorion.com)
- *Cannot be combined with any other discount

- The wait is over- Public CSPO classes with Punita Dave are here!
- We are coming back to Bay Area, CA this quarter
- We have improved our Search pages- now search easily for the class by type and city
- Our new fidget toys are a big hit! People cannot get their hands off them!
- We welcomed 2 new people to ApexOrion
- Interested in doing a User Story workshop with us? Email us at info@apexorion.com

What is Brewing?



- Struggling with your Agile or Scrum implementation? Find out what others are doing via the **Community Forum**! We are in the process of building a community for all of you. Look out for it in the coming months
- Scrum Roles acronyms and cards are coming soon
- TBR classes are coming in Q4/Q1
- Punita Dave's public A-CSM classes will also be coming Q4/Q1

Cream & Sugar!



- Don't miss out on the BUY 1 GET 1 50% off offer on Estimation Cards and Story Writing Cards
- As many of you have requested, Punita Dave will be publishing her case studies with transformation experiences soon. Be on the look out for it in upcoming months!

Coffee break with ApexOrion



Imagine you are traveling in Airbus 350. You are flying over a body of water, when there is an announcement on the PA - "Hello everyone, due to our standard protocol, we are required to land right now and restart the Airbus. Please remain calm as we turn around and land at the closest airport to accomplish this. (Or worse still - "Please remain seated as we try to land on water as we accomplish this. Don't worry, we have bouys to keep us afloat...").

You might find this funny if you have not already read the news - "Airbus A350 software bug forces airlines to turn planes off and on every 149 hours." A hard reboot of planes is needed every 149 hours. Why can't the airlines fix this bug and get it done with? It is easy to blame the Development Team that wrote the code. But is that realistic? You must have heard this term in the past - "Technical Debt", if not anywhere else then definitely in my CSM class. Technical debt works just like any other debt. When you try to showcase more than what you can actually accomplish, usually it is quality that is sacrificed. This sacrifice of quality leads to technical debt, and sometimes organizations end-up re-writing the entire product. It is not easy to overcome the technical debt.

I still remember a bug from 25 years ago, when I was a database internals developer. The bug was about interpretation of single quotes and double quotes in a string. It took me forever to fix it. When I would fix it in one place, it would break 10 things in 5 other places. Eventually, we decided to live with an incomplete solution (and prayed that customers never hit the other lurking bugs around quotes-in-a-string). That was my hands-on experience with a technical debt that could not be paid. As I gained more experience, I realized that these are not a one-off situations but something that happens more frequently than it should.

Cutting quality can be a decision made by anyone in the organization - starting from the developer who writes the code, to a C-level executive who wants to impress the customers and create a brand name. In most cases, the intent is right - "to make the product successful." However, in the long-term it impacts the product, the team, the management, the customer, and the organization adversely. So when people say that developer's write bad code, I ask a simple question - "Why do you think developers write bad code?"

Keep asking this question till you have identified the real root cause of the problem - to showcase more than what we can afford. It is common sense. My Mom always taught me that if you have a fixed quantity of coffee beans, you can choose to make really bad coffee for 20 people or good quality coffee for 5 people. That choice is always yours.

Bottomline is, do not compromise on quality, because when you start catching up on it, it might be too late. Once you have set your quality bar with the definition of done, do not lower it. No matter what role you play in the organization, your focus first and foremost should be quality not quantity.

PUNITA DAVE, CEO