



Defects: A Final Countdown



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Technology,
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The Product Owner's Guide to **ESCAPING LEGACY**



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TL;DR

Bugs: Fix Them.

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'Triage'

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'Triage'

the sorting of and allocation of treatment to patients and especially battle and disaster victims according to a system of priorities designed to maximize the number of survivors

'Triage'

the sorting of and allocation of treatment to patients and especially ***battle*** and ***disaster victims*** according to a system of priorities designed to maximize the number of ***survivors***

How old are your bugs?



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'Triage'



But *why*!?

But *why*!?

“A Bug needs to be prioritised
just like everything else!”

But *why*!?

“A Bug is prioritised
just like everything else!”

No

But *why*!?

“Bugs are unavoidable”

But *why*!?

“Bugs are unavoidable”

No

But *why*!?

“Bugs are unavoidable”

So?

Zero Bug Policy

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Zero Bug Policy

What it is not...

“We can’t prevent bugs altogether so zero bugs is impossible!”

Zero Bug Policy

What it is not...

“Ok, so we just stop accepting bug reports?”

Every Bug Gets Fixed

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Every Bug Gets Fixed
—
(or deleted)

But *how*!?

But ***how!***?

The Wouter Two Step Program™

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Step One

The first rule of holes

Step One

The first rule of holes

“Stop Digging”

Step One

The first rule of holes

Now

Next

Not

Step One

The first rule of holes

Who Decides?

Step One

The first rule of holes

- The backlog stabilises
- Less talk, more fixing
- Fixing becomes the norm
- Team is empowered to decide

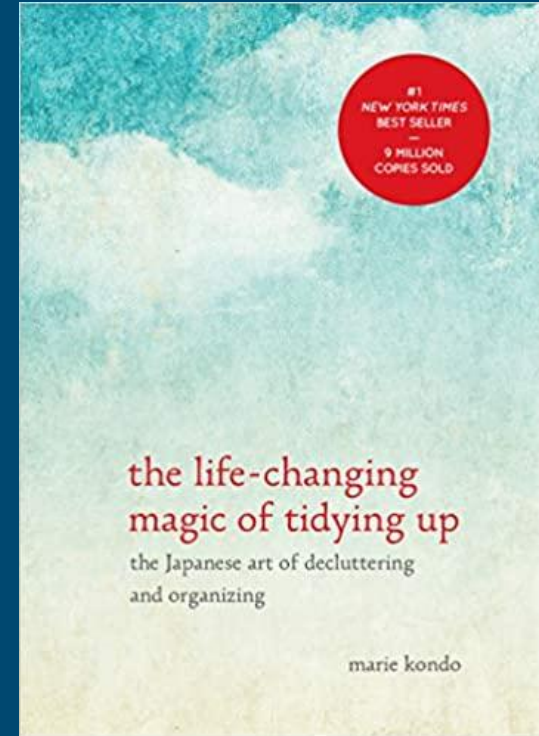
Step Two

The second rule of holes?

“Fill them?”

Step Two

The second rule of holes



Step Two

Clean up

That means:

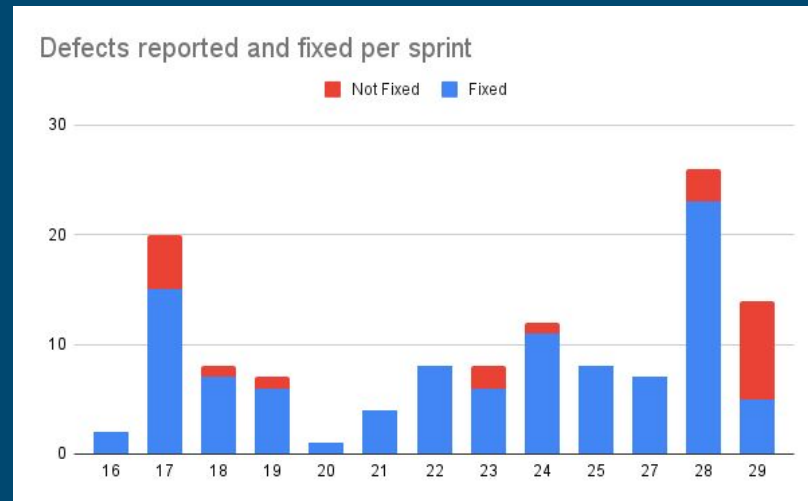
“Throw them all away”

Step Two

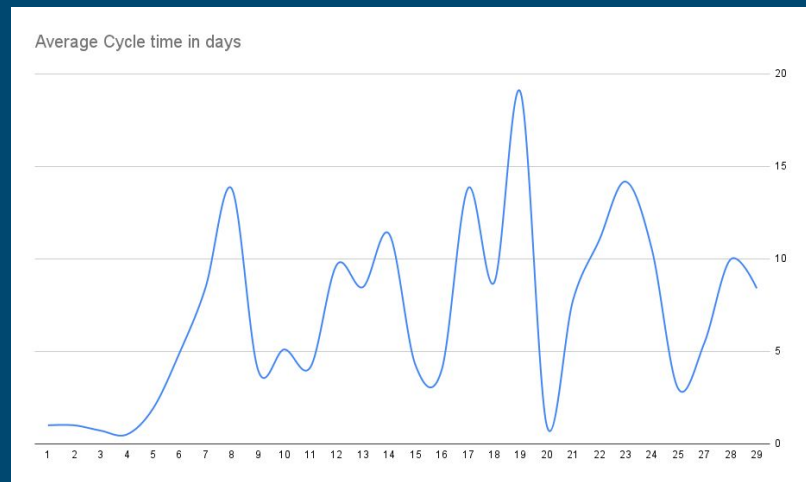
Clean up

Does any bug
spark joy?

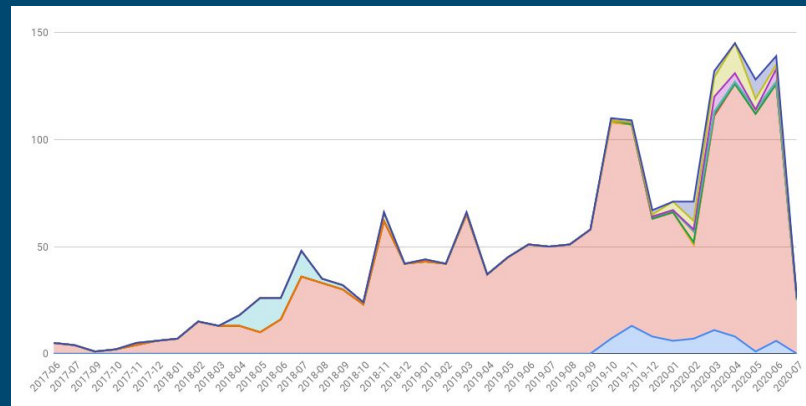
Done!



Done!



Done!



But...

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But...

Compliance!

But...

Customers!

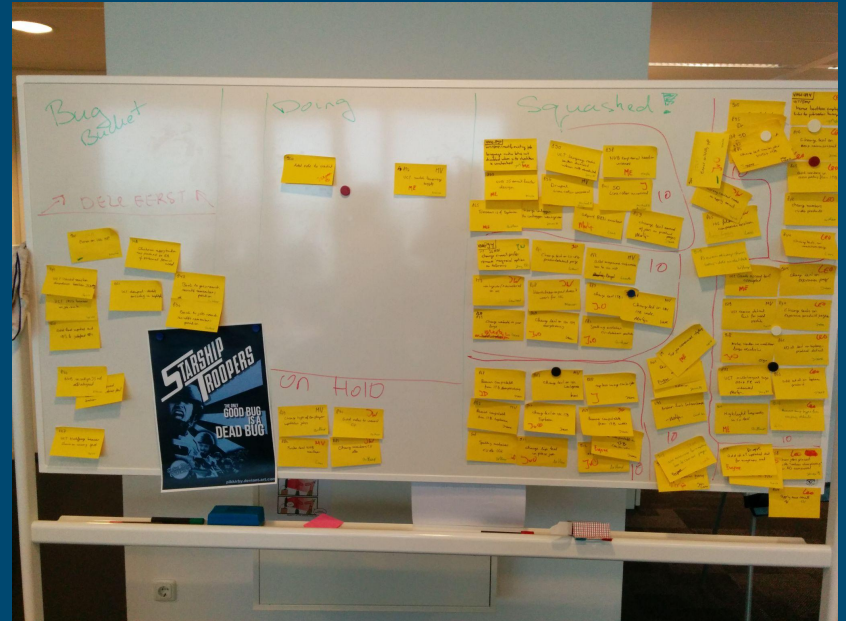
But...

Then we won't fix the small stuff!

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But...

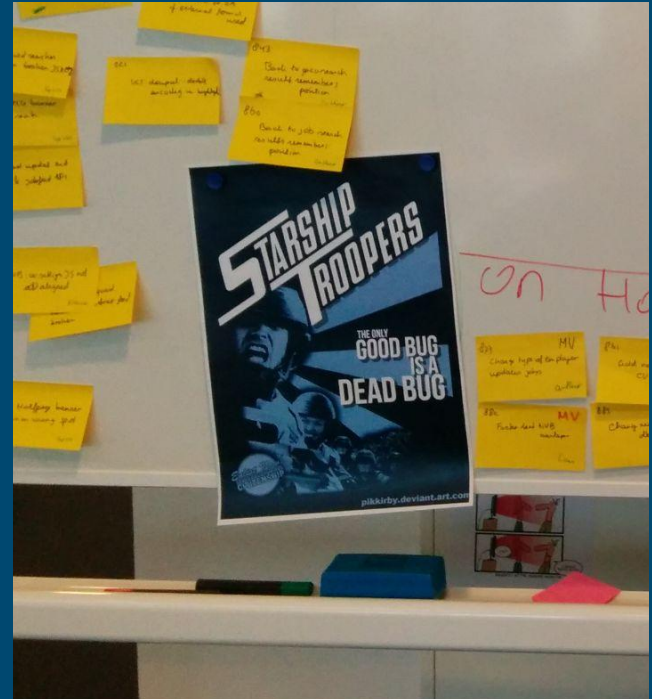
Then we won't fix the small stuff!



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But...

Then we won't fix the small stuff!



But...

Then we won't fix the small stuff!



But...

What about bugs in the sprint!?

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But...

What about bugs outside of the
sprint?!

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But...

Which team fixes the bugs?

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But...

We will still have bugs!

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Conclusions

- Now, Next or Not
- Get rid of the old bugs
- Just get on with it
- Then produce fewer bugs



Thanks!



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