

# Fast Feedback and Virtuous Cycles

James Lyndsay  
Workroom Productions

[fistb.workroomprds.com](http://fistb.workroomprds.com)

Information from Testing

helps us to

Grow Good Systems

Bring me a ~~Rock~~ Letter

`fistb.workroomprds.com`

Swift  
Relevant  
True

# Swift

I mean responsive...

# Relevant

signal vs noise

True

Systems that  
build systems



org

truth

builds

team  
people

truth

builds

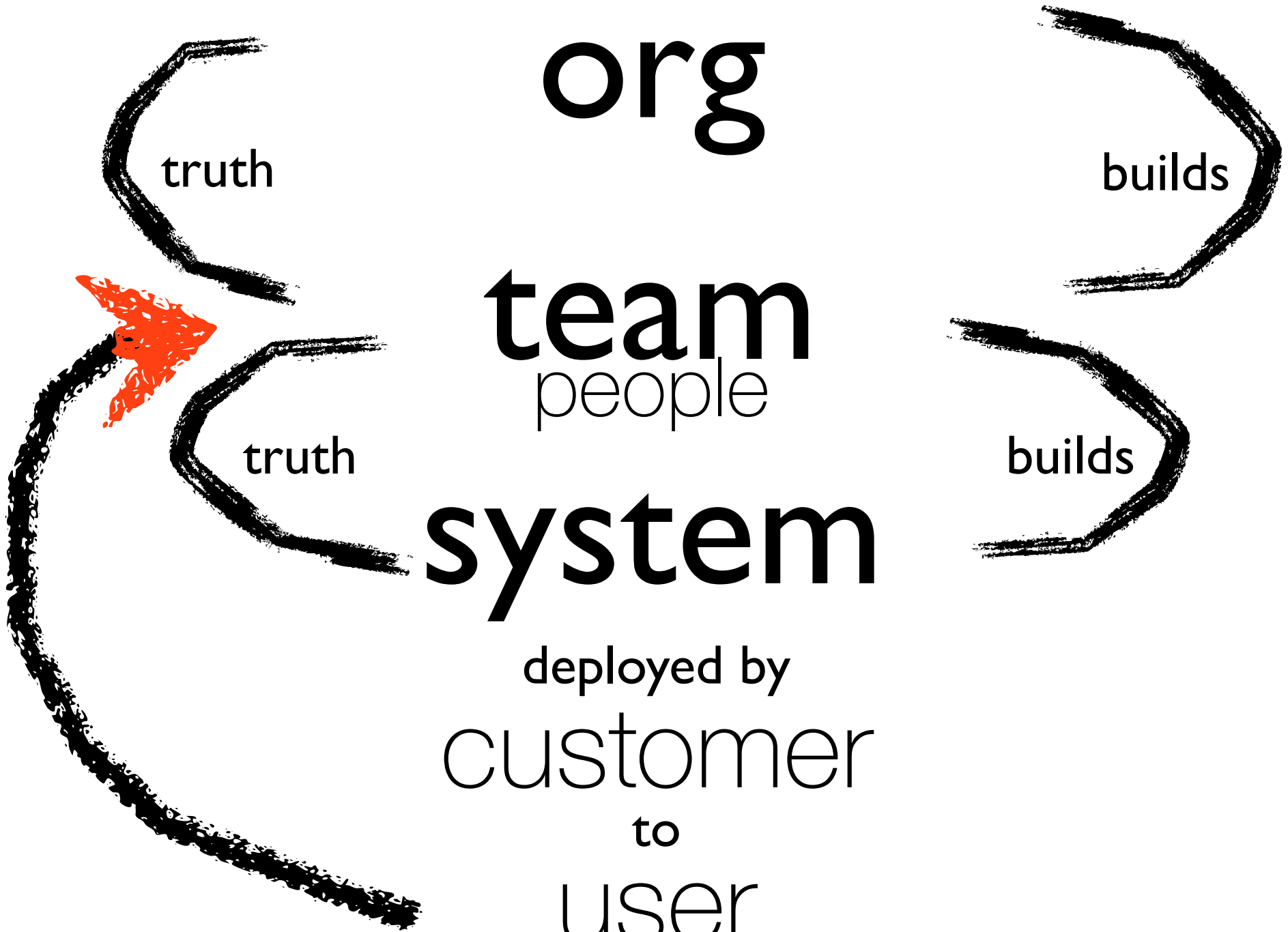
system

deployed by

customer

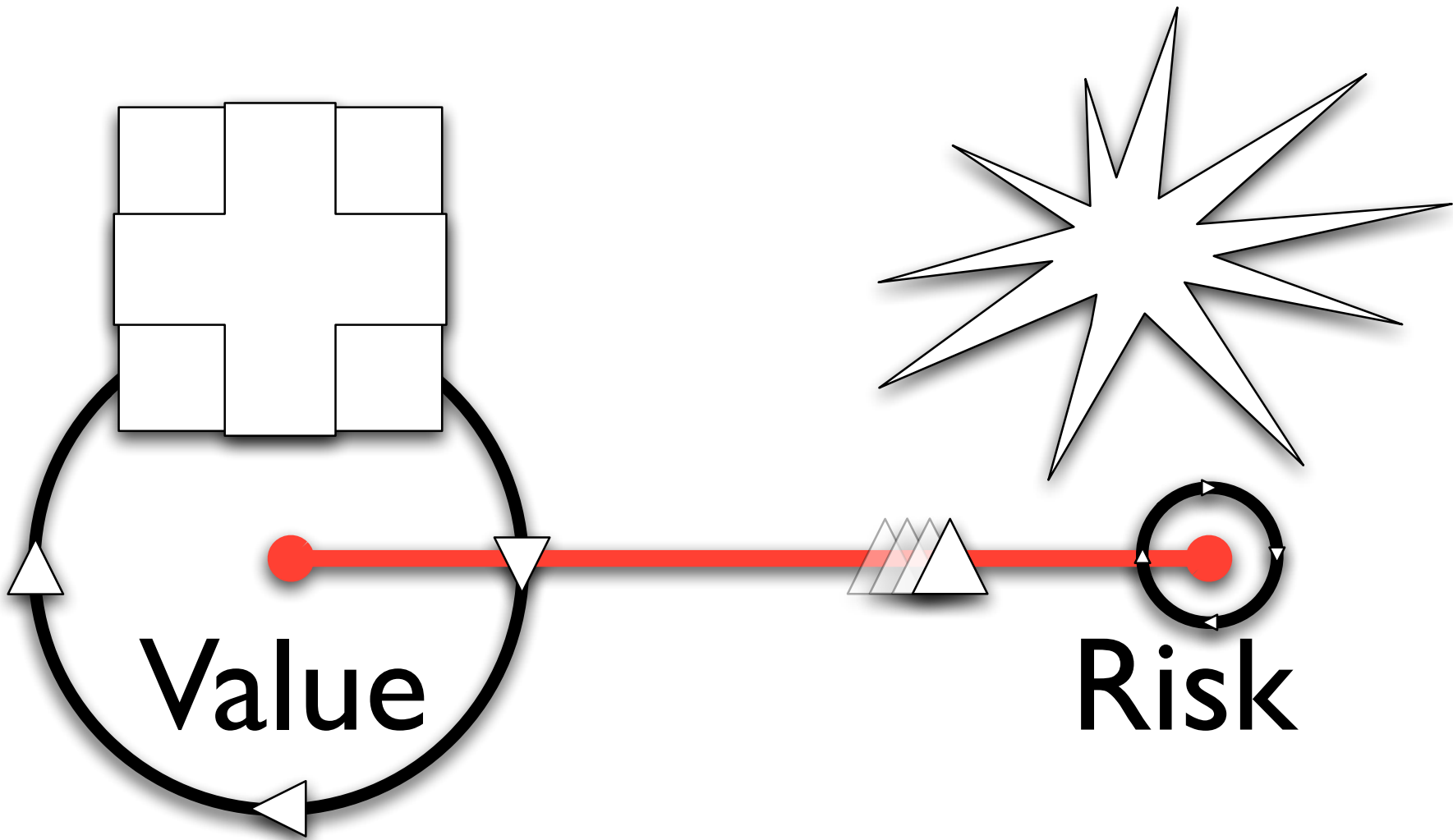
to

user



A tester ***is***  
a Systems Analyst

fastest feedback about  
surprising truths



**Value**

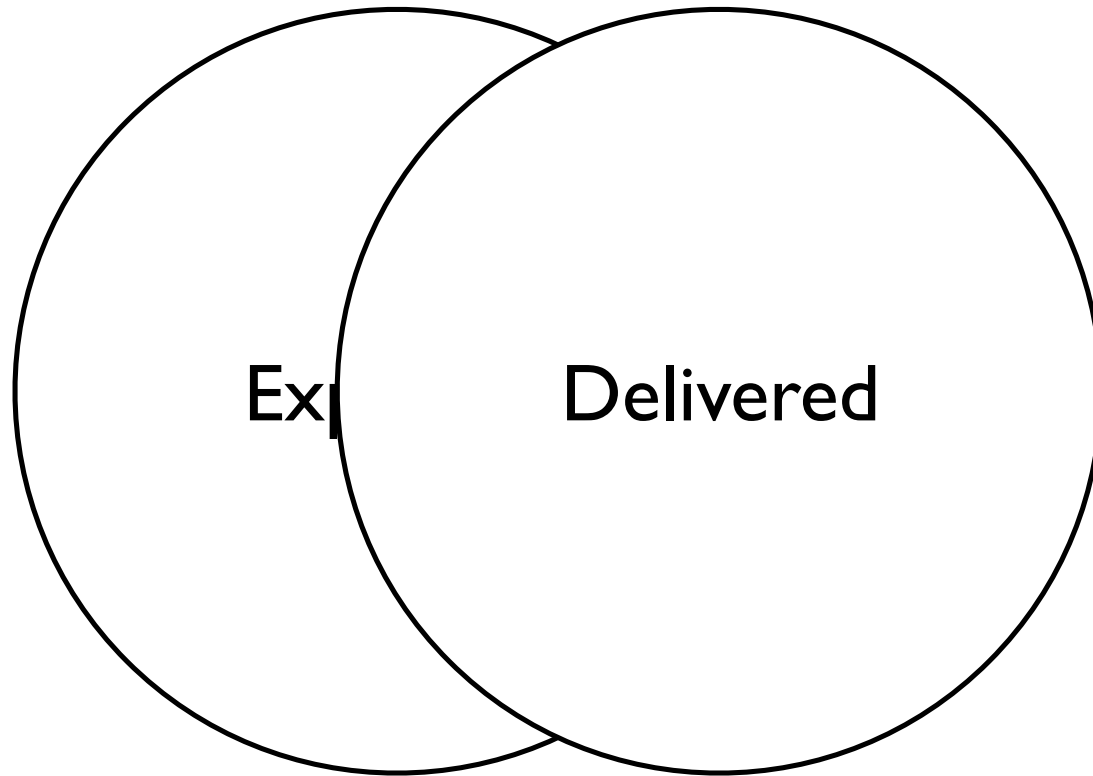
Slow feedback

Scripted

**Risk**

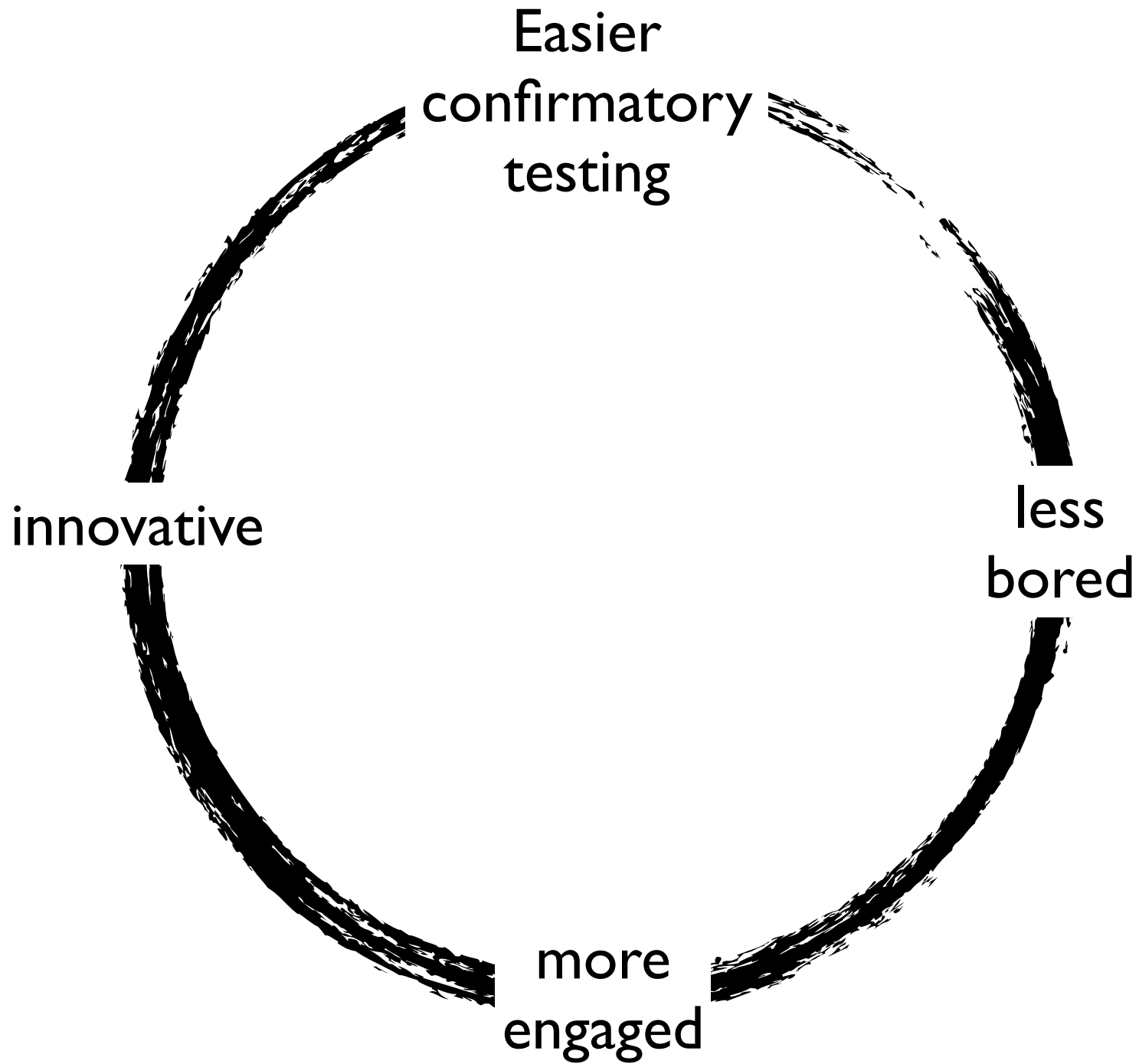
Fast feedback

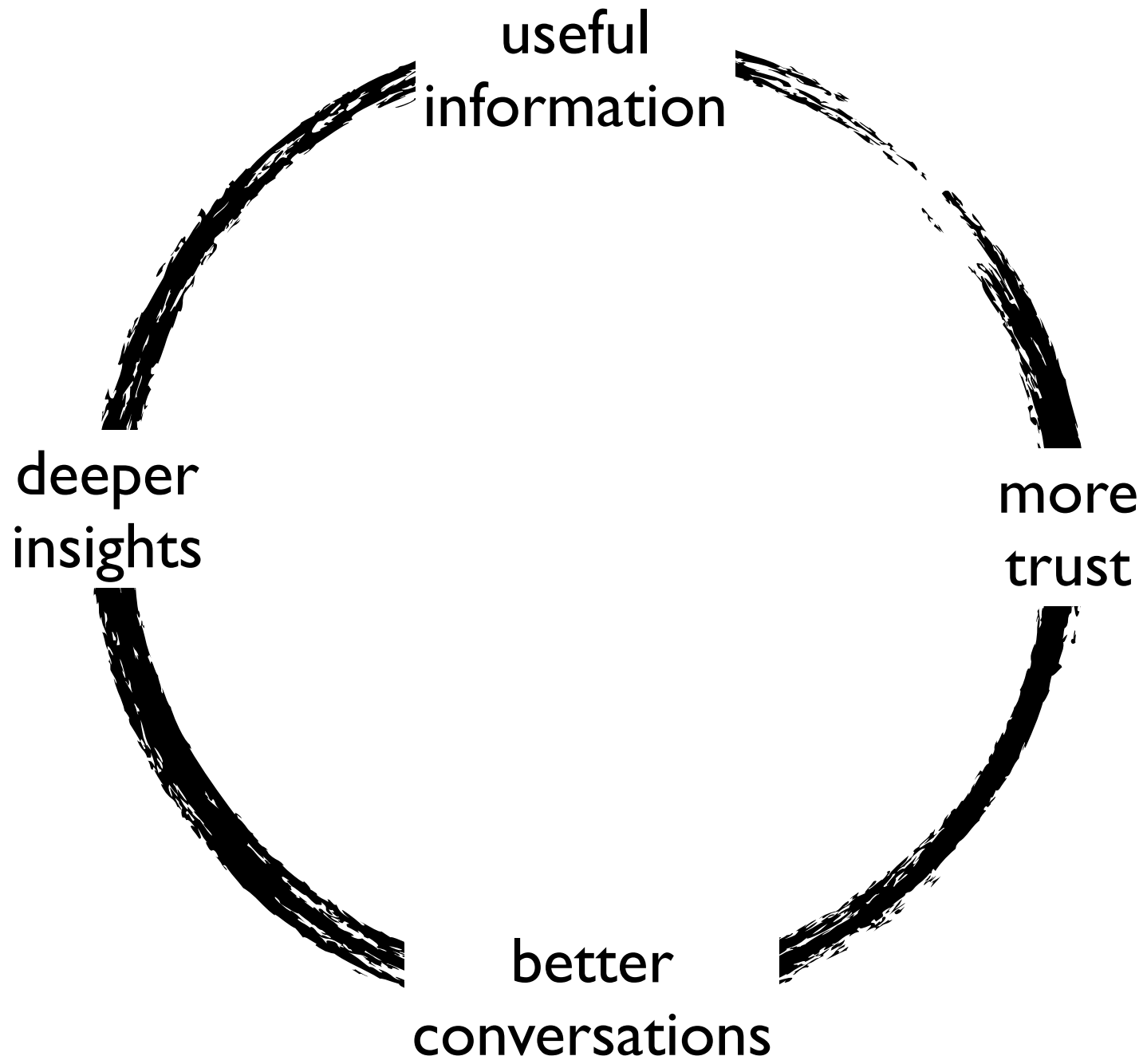
Exploratory



# Virtuous and vicious cycles

If a system has *intent*, it can choose what to react to.





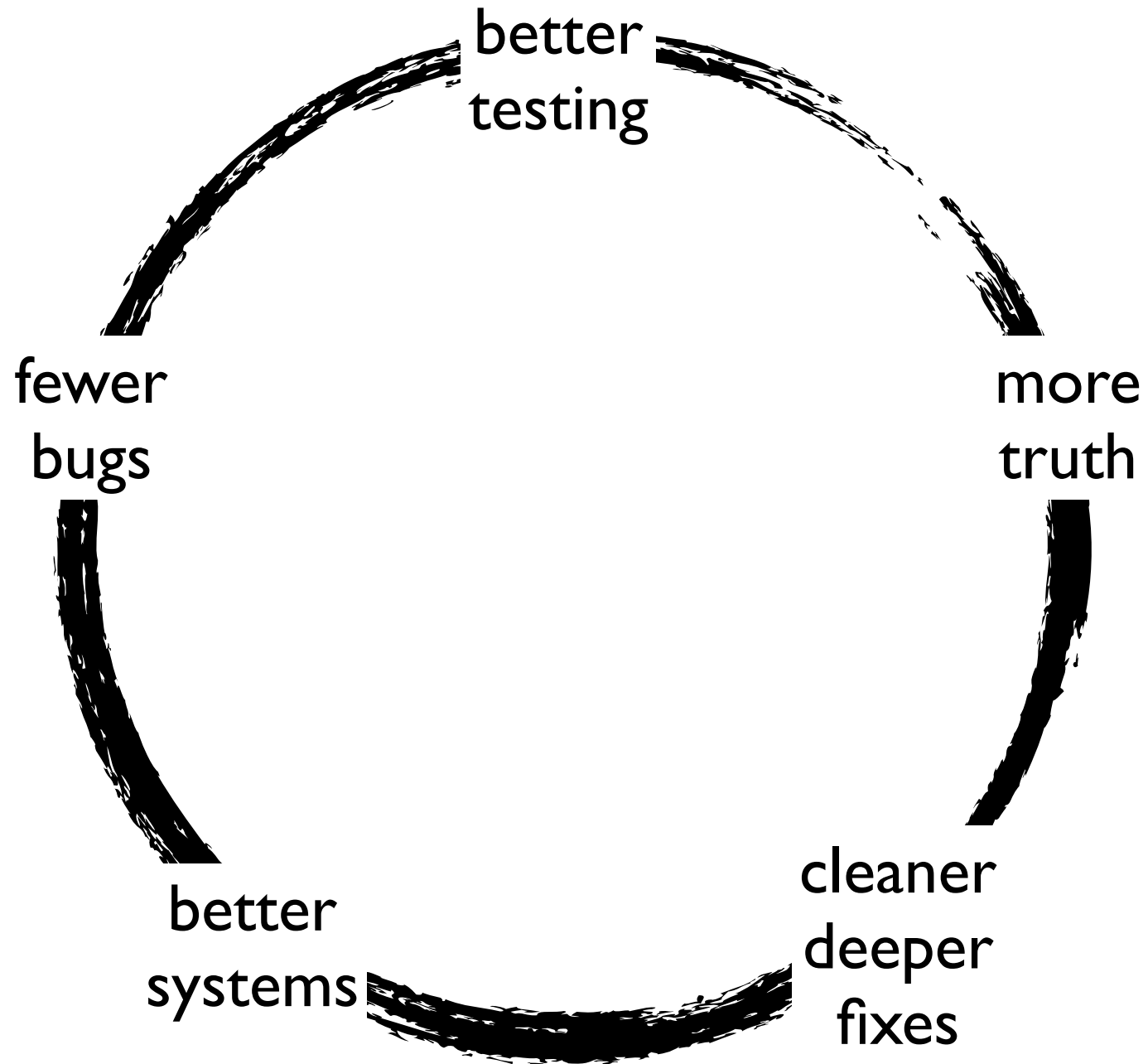
useful  
information

more  
trust

better  
conversations

deeper  
insights





negative feedback makes us

sad

# focus

system behaviour (rather than code / data / config)

opportunity to improve

what we learned

delighted customers and end-users

mutual respect, shared development

# Want more?

James Lyndsay

@workroomprds

[jdl@workroom-productions.com](mailto:jdl@workroom-productions.com)

[workroom-productions.com](http://workroom-productions.com)

[exercises.workroomprds.com](http://exercises.workroomprds.com)