

PRACTICE OF PROBING · POP5

# Capacity Improvement

See beneath delivery metrics, surface hidden risk and waste, and steer capacity with evidenced decisions.

For Senior managers | Eliminate rework, enhance capacity | Assisted by doSmartQA with Zoe

## Why now

### Delivery speeds up while the confidence gap widens.

**What goes wrong**

- Progress metrics show activity, not whether it produces quality.
- Rework quietly consumes capacity, ownership gaps let defects through, and the same problems recur.
- AI speeds up building, but adds invisible risk: output accepted without enough scrutiny.

**What POP5 does**

POP5 builds a probing discipline in your senior managers, so capacity is freed by doing effectively, not just faster: rework is prevented and made visible early, and decisions rest on evidence.

## The shift

**From**

- Dashboards that show activity, not value
- Capacity chased by doing more, faster
- Rework hidden inside delivery numbers
- Readiness judged by counts

→

**To**

- Hidden risk and waste surfaced early
- Capacity freed through prevention
- Confident, evidenced decisions
- Release readiness judged on substance

## How the engagement works

A consulting and advisory engagement in four strands, assisted throughout by the doSmartQA with Zoe platform.

1 · DIAGNOSTICS

**See where you stand**

Interviews and a survey with your senior managers, plus analysis of delivery metrics, effort, rework, defect data and recent release decisions.

A Diagnostic report, with suggestions and a plan of engagement.

2 · STRUCTURED LEARNING

**Masterclass**

One 90-minute session with a HyBIST expert: the role of AI and the shift to probing, unshackling capacity by doing effectively not just faster, outcomes not activity, and going beyond the nearest cause.

Applied to your own delivery data.

3 · IMMERSIVE COACHING

**Habits, daily**

Two weeks of short daily nudges, each a habit to practise on real work with Zoe.

Probing becomes routine, not an event.

4 · EXPERT-LED IMPLEMENTATION

**Make it stick**

Weekly consulting sessions to coach, advise on process and track the agreed measures.

Embedded in your team's rituals.

**Included:** a one-year subscription to doSmartQA with Zoe, your Smart Assurance co-pilot (**Embrace** plan), to assist you on your probing journey, during the engagement and beyond.

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## With Zoe at every step

Zoe is your Smart Assurance co-pilot in doSmartQA: one companion, with a different role at each step, for a full year.

DiagnosticZone

### Zoe as assessor

- Assesses whether capacity is being spent where value is
- Examines whether processes and metrics help you see problems early

ProbingZone

### Zoe as intelligent assistant

- Assesses the evidence behind release confidence
- Analyses defect escapes and regression suite performance

PlayZone · PracticeZone · SkillZone

### Zoe as coach

- Builds the shift to probing and outcome-focused thinking, and the skills behind it
- Turns looking beneath the numbers into a daily habit

## At a glance

| FOR | LENGTH | MASTERCLASS | DAILY NUDGES | CONSULTING | PLATFORM |
|---|---|---|---|---|---|
| Senior managers | Minimum 6 weeks. Scoped with you. | 1 × 90-minute expert session | About two weeks | Weekly, to the end of the engagement | **Embrace** plan One year included |

## What you receive

- A Diagnostic report with baseline and engagement plan
- An expert-led Masterclass: one 90-minute session
- Two weeks of daily habit nudges
- Weekly expert consulting and advisory
- A closing review against the baseline
- A one-year **Embrace** plan subscription to doSmartQA with Zoe, the Smart Assurance co-pilot

## Part of the Practice of Probing suite

Each POP targets a critical point in the lifecycle. Together they make probing an enterprise capability.

| POP1 | POP2 | POP3 | POP4 | POP5 |
|---|---|---|---|---|
| Requirement Clarity<br>Product Owner, Business Analyst | Clarity in AI-Native Development<br>Developer | Smart Assurance<br>QA practitioner | Insightful Management<br>Project manager | Capacity Improvement<br>Senior manager |

**Start with a Diagnostic**

Find out where your capacity is really going, and what hidden rework is costing you.

Talk to us

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