



*THE NATIONAL BOARD
OF BOILER AND PRESSURE VESSEL INSPECTORS*

THE GUS PRINCIPLE

Converting complexity to simplicity.

Lonnie Standridge

Director of Development

Mark Mooney

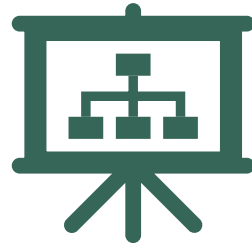
Director of Software and Services



THE PROBLEM



Complexity

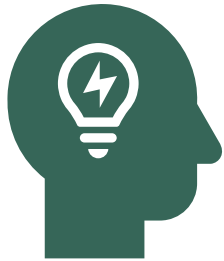


Disorganization



Confusion

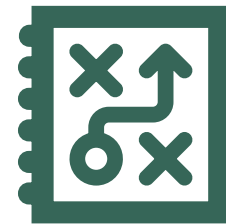
THE SOLUTION



Know your Problem



Know your Tools



Execute

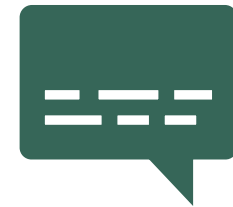
THREE QUESTIONS



Does it Look Good?



Does it make Sense?



Is it easy to Use?

THE PRINCIPLE

- Does it look.....**G**ood?
- Is it easy to.....**U**se?
- Does it make.....**S**ense?

IMPLEMENTING GUS



Three Principles



Easy to Memorize



Easy to Practice

GUS IN ACTION

Database

Architecture

Deployments



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GUS TODAY



We've expanded GUS to all areas of development



Every new developer is trained with this practice



We have expanded the principle to other teams such as product and support



NBBI is looking at this principle for other areas of the organization



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HOW IS THE TEAM USING THE GUS PRINCIPLE?

INDIVIDUAL TESTIMONIES

- “Familiar UI patterns and interaction design make a product more intuitive and easier to use” ~ UI/UX
- “Code must look good, be easy to use, and make sense” ~ Architecture
- “When creating stories or epics, I can use the principle of “does this make sense” to ensure that the goals are clear and realistic.” ~ Engineering
- “by focusing on the inspector and the need for the work planning process to make sense, we simplified the function of the page” ~ Product Team
- “I apply this principle when designing and organizing the infrastructure and CI/CD, and how each component interacts with each other” – DevOps Team

JRS
POWERED BY NBI

Search ▾ Inspect ▾ QA Policy Reports Matching

My Planned Work

Plan Work

- Location
- Policy
- Equipment
- Contacts

Today's Inspections

Actions	Location Name	Address	City	State	Equipment Count
View	Location Name	Address	City	State	Equipment Count

Number of Overdue, Active Objects
232 (15%)

Number of New Locations in My Territory
14

Not aligned

DASHBOARD - BEFORE

“When something looks good it is human nature to believe it is engineered better, will function better;”



National Board - JRS Home

Today's Appointments

[View All Appointments](#)

Location Name	Address	City	State	Equipment Count	
Catherine Restaurant	11 Witherspoon Street	Princeton	NJ	1	Add Inspection

1 to 1 of 1

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QA Items

Rejected Inspections

7

Rejected Letters

5

My Planned Work



QA Items Pending Review

5

Plan Work Stats

DASHBOARD - AFTER

“When a site looks good it creates a calmness to the user because they know it is well thought out and it won't be a battle to use it”

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Today's Appointments

[View All Appointments](#)

Location Name	Address	City	State	Equipment Count	
Catherine Restaurant	11 Witherspoon Street	Princeton	NJ	1	Add Inspection

1 to 1 of 1

Page 1 of 1

INSPECTION WORKFLOW

Here "Add Inspection" is a clear and quick way to navigate.

APPLICATION BEYOND SOFTWARE DEVELOPMENT

- Does it look.....**G**ood?
- Is it easy to.....**U**se?
- Does it make.....**S**ense?

HOW DO I USE “GUS” AS AN INSPECTOR?

1. Do I leave my CO monitor in the car, going into an inspection?
2. Do I “work with” a customer that doesn’t want to open an inspection space?

WHY “GUS” MAY NOT BE USED

1. PRIDE
2. LEADERSHIP RELATIONSHIPS OR ATTACHEMENTS
3. PREVIOUSLY INVESTED MONEY OR TIME
4. OPTICS
5. ITS FAST AND APPEARS TO GET THE JOB DONE
6. JUMPING TO CONCLUSIONS BASED ON EMOTION OR UNCONSCIOUS BIAS

HOW TO IMPLEMENT THE “GUS” PRINCIPLE

1. HAVE SHORT AND LONG TERM GOALS
2. APPLY THE “GUS” PRINCIPLE TO EACH GOAL
3. AS SHORT-TERM OBJECTIVES ARE SET, ASK “GUS” QUESTIONS EACH TIME
4. DON'T SHOOT DOWN NEW IDEAS – USE THE “YES, AND” RESPONSE

THE “GUS” PRINCIPLE

