

DEFECT vs EXPECTED BEHAVIOUR

Decision Sheet - classify with evidence, not opinion

1 LISTEN

What business outcome is failing? Capture impact, frequency and workaround.

2 RECREATE

Record user/data/steps plus expected vs actual result.

3 REQUIREMENT

What rule, story, process, decision or policy was agreed?

4 ACCEPTANCE

What boundaries, exceptions and outcomes were explicitly accepted?

5 COMPARE

Put Business Need vs Requirement/AC vs Actual Behaviour side by side.

6 CLASSIFY

DEFECT	EXPECTED	GAP	CONFIG / DATA	CHANGE
Behaviour differs from agreed requirement/AC.	Behaviour matches current agreed rule.	Scenario was never defined clearly.	Logic may be right; setup/data is wrong.	Old rule was valid; business now needs something else.

7 CURRENT NEED

Has the business rule, policy, product or context changed since the original requirement?

8 DECIDE & DOCUMENT

Record behaviour, expected outcome, evidence, classification, decision, owner and next action.

FAST EVIDENCE TABLE

Business needs	_____
Requirement / AC says	_____
System actually does	_____
Classification	Defect / Expected / Gap / Config-Data / Change
Decision + owner	_____

BEFORE YOU CLOSE IT

- Scenario is precise.
- Requirement/AC evidence checked.
- Business outcome understood.
- Classification is evidence-based.
- Decision owner is clear.
- Relevant story/AC/defect/config updated.

GOLDEN RULE

Don't take sides. Compare intent, evidence and outcome.

The goal is not to win the argument. It is to make expected behaviour unambiguous.