

# The Inside Soup

## May 2025

---

www.mojosoup.com.au



## Mojo spotlight

This month, we're saying a warm (and slightly teary) farewell to our Chief Operations Officer Ben Chambers, who wrapped up his time with Mojo Soup in April.

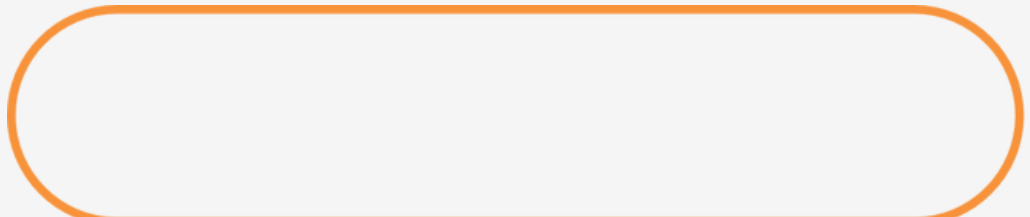
Ben has been with us in some shape or form for years - as a partner, a customer, and since 2019, a full-time Soupian. He's had a huge impact across the business, helping us grow, rebrand, and build a strong culture grounded in people-first values. If you've worked with Ben, you'll know he brings a sharp strategic lens, a steady hand, and a real passion for helping teams do great work - and he'll be very missed!

Ben is off to explore new adventures and share his talents with other organisations that need a bit of magic. He leaves with our heartfelt thanks and best wishes (and we are definitely watching his LinkedIn for what's next, if you haven't already you can connect with Ben [here](#)).

We're also waving a temporary goodbye to Haley, our Strategy & Transformation Practice Manager, who's heading off on maternity leave later this month. Including Haley's soon-to-arrive bundle, we've got three Mojo babies currently on the way - all due this year!

As always, change brings fresh energy. While we say goodbye (and "see you soon"), we're also welcoming some brilliant new faces to the team. Keep an eye out - more intros coming soon!

Here's to new chapters, big changes, and exciting beginnings.



## Project spotlight

As part of our Q3 wrap-up, our Strategy & Transformation team delved into one of the quiet achievers of project success: testing.

We've all seen it happen, testing gets treated like a final hurdle rather than a shared responsibility - squeezed in at the end, rushed, and sometimes skipped. But at Mojo Soup, we're shifting the mindset. Testing isn't the last step - it's part of every stage of delivery, starting from design and staying front of mind through development.

This quarter, we looked closely at how we define quality across our projects. One of the key themes? When testing is delayed, rework increases. That's why we're doubling down on early testing conversations, clearer acceptance criteria, and shared accountability across disciplines. We're also rolling out internal "Mojo 101" sessions to help every team member feel confident defining user stories, including acceptance criteria and test cases.

**"It doesn't matter who writes the criteria – what matters is both sides agree on it."**

Acceptance criteria are the foundation of testing - they articulate what success looks like from the customer's perspective. Without them, we lose shared understanding, and it becomes difficult to confidently sign off on deliverables as complete.

Customers will start to see some of these changes in action: earlier collaboration during design, more consistent requirements documentation, and a clearer link between what's agreed up front and what gets delivered. For complex projects, we're also applying better effort estimates for testing, not just delivery.

And yes, we're exploring ways to use AI prompts to help speed up documentation and acceptance criteria without sacrificing clarity.

The goal? Make quality sustainable, not a scramble. And build solutions that are scalable, maintainable, and truly reflect what our customers need.

So if you've ever wished things were just a little smoother at the end of a project - we have too. And we're on it!

*Get in touch with our team*

# Community spotlight

Recently, the Mojo Soup crew came together to celebrate the end of Q3 - and what a wrap-up it was!

We heard from a number of our Soupians who stepped up to share what they've been learning, exploring, and experimenting with. Tim gave a fantastic session on how he's weaving AI into his daily work - from reducing context switching to chunking tasks and cutting through the noise. His key takeaway? Make AI frictionless, and don't be afraid to experiment where it shines.

We also took a moment to reflect on feedback - how it makes us feel, and how we can use it as a tool for sharing, growth, and connection (more on this soon!). Maddison shared her deep dive into testing and quality, which you can read more about in this month's Project Spotlight. We also heard updates from across our practice areas, highlighting the incredible momentum and maturity building across the business.

Of course, it wouldn't be a Mojo Soup event without a few well-deserved celebrations. This quarter's Mojo Soupies went to Kelsey, Justin, Tim (twice!), and Taz - legends, all of them!

To round things off, we headed to Valley Hops Brewing for wood-fired pizza, chats, and a few toasts by the fire - including a heartfelt farewell to Ben. It was a fitting send-off, full of stories, laughs, and appreciation for everything he's brought to the team.



# *In case you missed it*

## *The Conversation*



### **Building future-ready councils: how capability maturity models guide smarter decisions**

How do you know if your systems are ready to support the future you're planning for? We break down capability maturity models and why councils are embracing them.

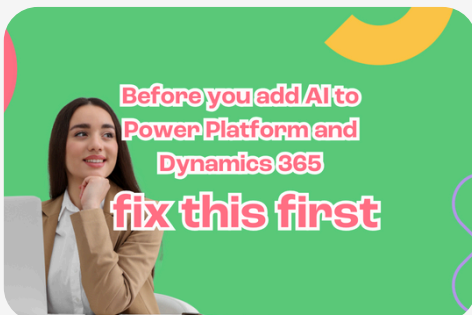
➔ [Read more here](#)



### **The new Microsoft Planner: what you need to know**

Big changes recently dropped in Microsoft Planner - and if you manage projects or tasks in Teams, you'll want to know about them.

➔ [Read more here](#)



### **Before you add AI to Power Platform and Dynamics 365, fix this first**

Most businesses make one critical mistake before adopting AI - find out what it is, plus what steps you can take now to demonstrate your team's AI readiness.

➔ [Read more here](#)

## *Thank you for reading!*

We hope you enjoyed reading our newsletter as much as we enjoyed making it!

