# Quality Management Scope

This section describes the scope of quality management activities for the project. If there are certain areas of the project where quality standards will not be applicable, they should be noted in this section. Typically, the scope of quality management activities spans the entire project life cycle, from initiation to closure, and involves measurement of activities in all of the project phases.

# Quality Management Approach

This section of the Quality Management Plan describes the approach that the organization will use for managing quality throughout the project’s life cycle. Quality must always be planned into a project to prevent unnecessary rework, waste, cost, and time. Quality should also be considered from both a product and process perspective. The organization may already have a standardized approach to quality; however, whether it is standard or not, the approach must be defined and communicated to all project stakeholders.

# Quality Planning

This section should define the quality requirements and standards to be used for the project. Quality planning should be performed in parallel with the other project planning processes. For example, proposed changes in the product to meet identified quality standards may require cost or schedule adjustments and a detailed risk analysis of the impact to plans.

Inputs to quality planning may include the Scope Baseline (which includes the Scope Statement, Work Breakdown Structure, and Work Breakdown Structure Dictionary), Stakeholder Register, Cost Performance Baseline, Schedule Baseline, Risk Register, Enterprise Environmental Factors, and Organizational Process Assets.

Tools and techniques that can be used for quality planning include cost-benefit analysis, cost of quality, control charts, benchmarking, design experiments, statistical sampling, flow charting, and quality management methodologies.

Outputs of quality management planning include the Quality Management Plan, Quality Metrics, Quality Checklists, Process Improvement Plans, and Process Document Updates.

# Quality Assurance

This section should explain how to define and document the process of auditing the quality requirements and results from quality control measurements for compliance to quality standards. The following actions should be completed as part of quality assurance planning:

* Identify key processes to be reviewed
* Identify quality review standards
* Identify stakeholder expectations for effective business processes
* Describe the quality assurance activities and tools
* Establish measurement time lines and resultant actions

Inputs to quality assurance may include the Project Management Plan (including the Quality Management Plan and Process Improvement Plan), Quality Metrics, Work Performance Information, and Quality Control Measurements.

Tools and techniques that can be used for quality assurance include, but are not limited to, quality audits, process analysis, inspection, control charts, cause-and-effect diagrams, quality control logs, root cause analysis, and process flow mapping.

Outputs of quality assurance could include Organizational Process Asset Updates, Change Requests, Project Management Plan Updates, and Project Document Updates.

The following matrix describes the quality assurance standards for the [Project Name] project:

| **Project Process** | **Quality Assurance Standard** | **Inputs Include** |
| --- | --- | --- |
| Example:Project Schedule Management | * Objective: Verification that Project Schedule Management activities are performed via a documented process
* Per the Project Schedule Management Plan:
	+ Project schedule review meetings occur
	+ Project schedule review meetings are well-attended
	+ Modifications to the project schedule approved and tracked
	+ Impact estimations occurring outside of/prior to the schedule modification process
	+ Roles and responsibilities are well-defined
	+ Action items from review meetings are documented and tracked to completion
 | * Schedule Management Plan
* Project Schedule Standards
 |
| Change Management | * Objective: Verification that Change Management activities are performed via a documented process
* Per Change Management Plan:
	+ Change management meetings occur
	+ Meetings are well-attended
	+ Agenda created for each meeting and distributed 24 hours prior
	+ Minutes for each meeting posted within 24 hours of meeting end
	+ Process is in place to communicate approved changes to the Development and Testing teams
	+ Roles and responsibilities are well-defined
 | * Change Management Plan
* Change Control Board Guidelines
* Project Management Plan
* Change and Configuration Management Standards and Guidelines
 |
| Risk and Issue Management | * Objective: Verification that Risk and Issue Management activities are performed via a documented process
* Per Risk and Issue Management Plan:
	+ Meetings are well-attended
	+ Agenda created for each meeting and distributed 24 hours prior
	+ Minutes for each meeting posted within 24 hours of meeting end
	+ Risks and Issues appropriately categorized based on risk level, impact, and so on
	+ Roles and responsibilities are well-defined
	+ Risks and Issues are escalated to senior management as needed
 | * Project Management Plan
* Risk and Issue Management Plan
 |

# Quality Control

This section describes how to define and document the process of monitoring and recording the results of executing the quality activities to assess performance and recommend necessary changes. Quality control applies to the project’s product as opposed to its processes. It should include the acceptable standards and/or performance for the product and how these measurements will be conducted. The following actions should be completed as part of quality control planning:

* Identify key deliverables to be reviewed
* Identify quality review standards
* Identify completeness and correctness criteria as defined by the customer
* Describe the quality control activities and tools
* Establish measurement time lines and resultant actions
* Identify owners of ongoing monitoring and improvement of project processes

| **Project Product** | **Quality Control Standards** | **Inputs Include** |
| --- | --- | --- |
| Examples:Project Schedule Inspection | * Resource allocations do not exceed 100%
* Plan is baselined
* All tasks (excluding summary and milestone) have resources assigned
* All project phases realistically represented
 | * Project Plan Document
* Project Schedule Standards
 |
| Change Management Documentation Review | * CCB minutes are updated weekly with next actions, owners, and due dates
* Change orders are properly documented and contain all necessary impact assessments and approvals
* Approved change orders are reflected in the schedule
 | * Change Management Plan
* Change Control Board Guidelines
* Project Management Plan
* Change and Configuration Management Standards and Guidelines
 |
| Risk and Issue Management Documentation Review | * Risks and Issues are properly documented in the tracking tool
* Risks and Issues not open longer than 30 days
* Risks and Issues properly categorized
 | * Project Management Plan
* Risk and Issue Management Plan
 |