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| IT Project Quality Management Plan | |
| **Project Title:** **Pound Cake** | **Project Number:** 1 |
| **Project Leader/Manager:** Kuolun Chang, Bs Srinath Amruth | **Anticipated Project Start Date:** 1/27/2017 |
| **Sponsor:** | **Date Prepared:** |

**Quality Management Strategy**

The goals for quality management for the Pound Cake Project are:

* Project deliverables meet their stated requirements.
* Project management processes are appropriately followed.

Quality management is performed throughout the project lifecycle with special attention to:

1. **Quality Planning** – primarily during the project planning process.
2. **Quality Assurance (QA)** – primarily during the project execution process.
3. **Quality Control (QC)** – primarily during the project monitoring and controlling process.

# Quality Planning

**Quality is the degree to which the project fulfills requirements**. Quality management planning determines quality policies and procedures relevant to the project for both project deliverables and project processes, defines who is responsible for what, and documents compliance.

The quality management plan identifies these key components:

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| **Objects of quality review** | **Quality Measure** | **Quality Evaluation Methods** |
| Project Deliverables | Deliverable Quality Standards  Customer Satisfaction | Quality Control Activities |
| Project Processes | Process Quality Standards  Stakeholder Expectations | Quality Assurance Activities |

The following is a brief explanation of each of the components of the quality management plan.

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| **Project Deliverables and Project Processes** | The key project deliverables and processes subject to quality review. |
| **Deliverable**  **Quality Standards**  **and**  **Customer Satisfaction** | The quality standards that are the “measures” used to determine a successful outcome for a deliverable. These standards may vary dependent on the type of information technology project.  The customer satisfaction criteria describe when each deliverable is complete and acceptable as defined by the customer. Deliverables are evaluated against these criteria. |
| **Process**  **Quality Standards**  **and**  **Stakeholder Expectations** | The quality standards that are the “measures” used to determine if project work processes are being followed.  Stakeholder expectations describe when a project process is effective as defined by the project stakeholders. An example is the review and approval of all high impact changes to the project. |
| **Quality Control Activities** | The quality control activities that monitor and verify that the project deliverables meet defined quality standards. |
| **Quality Assurance Activities** | The quality assurance activities that monitor and verify that the processes used to manage and create the deliverables are followed and are effective. |

# Quality Assurance

**The focus of quality assurance is on the processes used in the project**. Quality assurance ensures that project processes are used effectively to produce quality project deliverables. It involves following and meeting standards, continuously improving project work, and correcting project defects.

The following table identifies:

* The project processes subject to quality assurance.
* The quality standards and stakeholder expectations for that process.
* The quality assurance activity – e.g., quality audit or reviews, code review - that will be executed to monitor that project processes are properly followed.
* How often or when the quality assurance activity will be performed.
* The name of the person responsible for carrying out and reporting on the quality assurance activity.

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| **Project Process** | | **Process Quality Standards/**  **Stakeholder Expectations** | | **Quality Assurance Activity** | **Frequency/Interval** | | **Who is Responsible** |
| Example:  Review software development practices of software application X. | Software requirements specification.  Developers have completely and accurately captured application requirements. | | Peer review of software requirements specification. | | | At regular intervals during the collection of requirements and a final review at the conclusion of requirements collection. | Lead developer in conjunction with other knowledgeable developers. |
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# Quality Control

**The focus of quality control is on the deliverables of the project**. Quality control monitors project deliverables to verify that the deliverables are of acceptable quality and the customer is satisfied.

The following table identifies:

* The major deliverables of the project that will be tested for acceptable quality level.
* The quality standards and customer satisfaction criteria established for the project deliverable. Included are any organizational standards that need to be followed.
* The quality control activities that will be executed to monitor the quality of the deliverables.
* How often or when the quality control activity will be performed.
* The name of the person responsible for carrying out and reporting on the quality control activity.

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| **Project Deliverable** | **Deliverable Quality Standards/**  **Customer Satisfaction** | **Quality Control Activity** | **Frequency/Interval** | **Who is Responsible** |
| Example:  Software application X that performs some desirable function Y. | X must be free from defects.  End user does not experience errors or crashes and is happy with Y. | Non-developer (independent) testing of X. | As released for testing by developer and before X moves between alpha, beta, and production releases. | John Smith, functional office representative. |
| Final prototype successfully demonstrates the scope | Prototype must meet the scope. Project sponsors satisfy 90% of the result. | PMs confirm everything is within the scope. | Test the prototype twice a week stared on week 12. | Kuolun Chang,  Bs Srinath Amruth |
| Scope document clearly list out clients’ needs and constraints. | BAs must interview with clients at least three times. Scope document must be corrected at least three along with the interview. | PM must attend two out of three interviews. Double check the scope with clients and BAs. | Revised the scope document right after every interview. | Kuolun Chang,  Bs Srinath Amruth,  BAs |
| Use case and related documents clearly list out functions that clients will interact with the website. | Use case must list all functions. Related documents include scenarios, personas, and business rules. | BAs create these documents as the project goes on. | PMs review these documents based on the WBS schedule. | Kuolun Chang,  Bs Srinath Amruth |

# Quality Control and Assurance Problem Tracking

**Quality Control Log**

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| **Exception ID Number** | **Review Date** | **Deliverable Reviewed** | **Findings** | **Resolution** | **Resolution Date** |
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