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## Template Guide

### **What is a Quality Management Plan?**

“Quality” can be defined as the level of conformance of the final deliverable to the customer's requirements. Quality is usually considered from two different perspectives; the quality of the deliverable provided to the customer and the quality of the management processes undertaken on the project to produce the final deliverable. For this reason, a Quality Management Plan not only defines the approach taken to ensure the quality of the deliverable but also highlights other management processes which influence deliverable quality, such as change, risk and issue management.

To create a Quality Management Plan, the following steps are undertaken:

- Define quality in terms of this project
- Identify quality criteria and standards to achieve
- Describe the quality assurance and control techniques
- Define the processes required to achieve the quality targets specified.

### **When to use a Quality Management Plan**

A Quality Management Plan is constructed during the Project Planning phase after the Project Plan, Resource Plan and Budget Plan have been identified. The Quality Management Plan summarizes the quality targets and management processes undertaken during the Project Execution phase. As a result, the Quality Management Plan is referenced consistently throughout the project to monitor and control the level of quality of the deliverables built and processes undertaken on the project.

### **How to use this template**

This document provides a guide on the topics usually included in a Quality Management Plan. Sections may be added, removed or redefined at your leisure to meet your particular business circumstance. Example tables, diagrams and charts have been added (where suitable) to provide further guidance on how to complete each relevant section.

## 1 Deliverable Quality

[The success of a project is typically measured in terms of the achievement of “time, cost and quality” targets. As “time” and “cost” targets are addressed in the Project and Budget Plans respectively, we now need to outline the “quality” targets and identify the methods used to assure the customer that the quality targets will be achieved for this project.]

### 1.1 Definition

[Define the term ‘quality’. For example:

“Quality is the level of conformance of each deliverable to the customer's requirements.”]

### 1.2 Quality Targets

[For each deliverable, identify the quality “targets” (i.e. criteria and standards) to be met to ensure that the deliverable meets the requirements of the customer. For example:]

		Quality Targets	
Project Requirement	Project Deliverable	Quality Criteria	Quality Standards
New financial management solution with accounts receivable and payables processes	Implementation of Oracle Financials General Ledger (GL), Accounts Payable (AP) and Accounts Receivable (AR) system modules	<u>System functionality:</u> <ul style="list-style-type: none"> <li>GL tested &amp; installed</li> <li>AP tested &amp; installed</li> <li>AR tested &amp; installed</li> </ul> <u>System Performance</u> <ul style="list-style-type: none"> <li>System up-time</li> <li>System response-time</li> <li>Data migrated from old system</li> </ul>	<u>System functionality:</u> <ul style="list-style-type: none"> <li>GL operational with no errors</li> <li>AP operational with no errors</li> <li>AR operational with no errors</li> </ul> <u>System Performance</u> <ul style="list-style-type: none"> <li>99.9% system uptime</li> <li>&lt; 5 second response times</li> <li>100% data accuracy</li> </ul>
[Add Project Requirement]	[Add Project Deliverable]	[Add Quality Criteria]	[Add Quality Standards]
[Add Project Requirement]	[Add Project Deliverable]	[Add Quality Criteria]	[Add Quality Standards]
[Add Project Requirement]	[Add Project Deliverable]	[Add Quality Criteria]	[Add Quality Standards]
[Add Project Requirement]	[Add Project Deliverable]	[Add Quality Criteria]	[Add Quality Standards]