

QUALITY PRACTICE

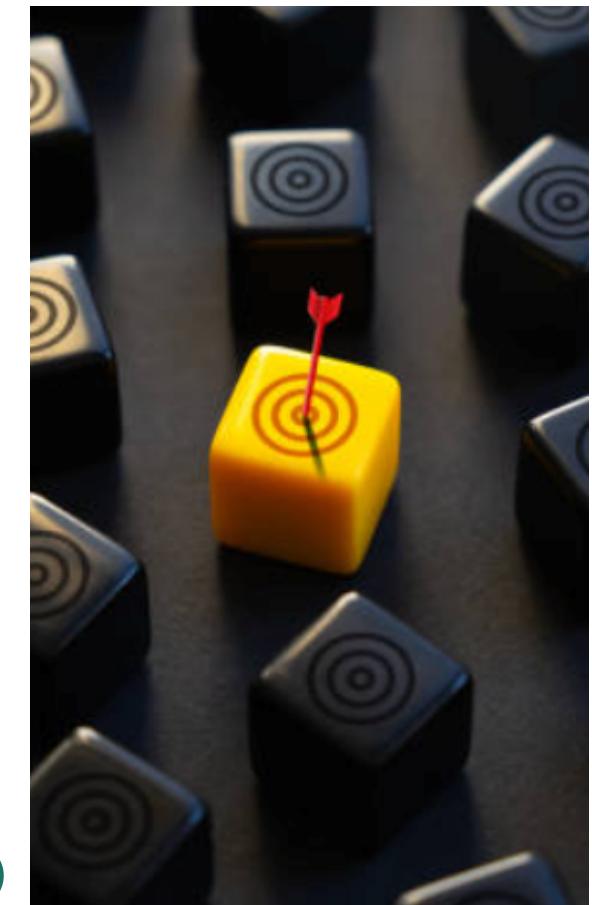
SOLPPM1_Group 6

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PURPOSE OF THE PRINCE2 ‘QUALITY’ PRACTICE

- Ensures products meet user requirements and expectations
- Documents quality needs and defines methods to meet them
- Covers quality concepts, techniques, management products, and responsibilities
- Quality is built into everything, not just tested at the end



KEY ELEMENTS OF QUALITY IN PRINCE2

KEY ELEMENTS



QUALITY PLANNING

QUALITY CONTROL

QUALITY ASSURANCE



PRODUCT-BASED QUALITY APPROACH

requirements must be clearly defined and translated into acceptance criteria and quality specifications

KEY CONCEPTS IN QUALITY PRACTICE

USER'S QUALITY EXPECTATIONS

PROJECT REQUIREMENTS

ACCEPTANCE CRITERIA

QUALITY SPECIFICATIONS



KEY RELATIONSHIPS BETWEEN THE ORGANIZING PRACTICE AND PRINCE2 PRINCIPLES

- **Defined Roles & Responsibilities:** Ensures accountability
- **Focus on Products:** Aligns project team structure with product delivery
- **Manage by Stages:** Organizational structure supports project phases
- **Tailoring:** Adapts project organization based on project needs



THE IMPORTANCE OF PRODUCT-BASED QUALITY MANAGEMENT

LINKS QUALITY DIRECTLY
TO PROJECT
JUSTIFICATION

ENSURES TRACEABILITY
OF REQUIREMENTS,
ACCEPTANCE CRITERIA,
AND QUALITY CONTROLS

PREVENTS CONFLICTS
OVER UNMET
EXPECTATIONS

FACILITATES EARLY ISSUE
DETECTION AND
CORRECTION

QUALITY MANAGEMENT PRODUCTS



**QUALITY MANAGEMENT
APPROACH**

QUALITY REGISTER

**PRODUCT DESCRIPTIONS
AND QUALITY CRITERIA**

ISSUE REGISTER

QUALITY MANAGEMENT APPROACH

- describes how quality will be managed during the project
- includes the specific processes, procedures, techniques, standards, and responsibilities to be applied.
- created at the initiation stage with the other approach documents and becomes part of the project initiation documentation.

Aims to answer the following questions:

- Which Quality Management System to use, i.e., from customer, supplier, or a mixture?
- What standards will be used?
- What tools and techniques will be used?
- How will quality assurance be carried out?
- Records required and timing of quality activities, etc.

QUALITY REGISTER

- Provides an overview of the planned quality activities and provides a unique reference for each quality activity.
- overview on the status of all quality activities and a pointer to the quality records.
- provides a history of all quality activities that have taken place and all results at the end of the project

Product ID	Product Name	Quality Method	Producer	Reviewers	Approver	Target Review Date	Actual Review Date	Target Approval Date	Actual Approval Date	Result	Records
11	Wall Insulation	Inspection	JV	WP	RT	2/10	10/10	10/10	11/10	Pass	links
12	Heating Furnace	Inspection	TM	TL	RT	21/10	21/10	27/10	30/10	Fail	links
12	Heating Furnace	Performance test	MP	TL	RT	21/10	21/10	27/10	30/10	Pass	links
13	Kitchen Fittings	Inspection	AM	OH	BD	5/11	7/11	14/11	18/11	Pass	links
..

PRODUCT DESCRIPTION

- Define the product's purpose and function.
- Identify users and usage.
- Set required quality standards for usability.
- Specify necessary skills for production, review, and approval.

Document: **Product Description: List of Clients**

Project: **Pen Project**

Author: **Project Manager**

Date:

1. Identifier: PEN03.2

2. Title: Client List

3. Purpose

List of all existing clients that will receive a pen

4. Composition

- Contact person and company names
- Current contract value for each company
- Contact person at CopyWorld365

5. Derivation (Source)

- Existing client list
- Client contract

6. Development skills required

Customer knowledge

7. Quality Criteria

1. Contract value must be the current contract value
2. Contact name must be the decision maker or main influencer

Criteria	Method	Tolerance	Skills Required
1	Review	None	Contract knowledge
2	Review	None	Contract knowledge

Producer	Reviewer	Approver
Gerry Malone	CFO	Sales Manager

This is an example of a Product Description and the objective is to describe the expected delivered product.

Identify the components that make up the product

What is used to create this product (source)?

The Product Description also includes the quality criteria, how the product will be tested (method), tolerance, skills for tester and quality reviewer.

PRODUCT DESCRIPTION



ISSUE REGISTER

- Understand the product's purpose and function to ensure it meets project needs.
- Identify who will use the product and how it will be applied in the project.
- Determine the required quality standards so the product is fit for purpose.
- Define the necessary skills for creating, reviewing, and approving the product.

Document: Issue Register			Project: Pen Project		Author: Project Manager		Date:	Date: Jul 19	
ID	Description	Type	Date Raised	Raised By	Report Author	Priority	Severity	Status	Closure Date
01	Selected supplier sent the catalog three days later than expected	Problem/concern	Jun 29, 2019	Rose Carr	Rose Carr	High	Level 2	Closed	Jul 1
02	Five evaluators did not return the forms in time	Problem/concern	Jul 18, 2019	Rose Carr	Rose Carr	High	Level 2	Open (last updated Jun 30,)	
03	Evaluation forms of four evaluators do not seem precise	Off-specification	Jul 18, 2019	Rose Carr	Rose Carr	High	Level 0	Open (last updated Jun 30,)	

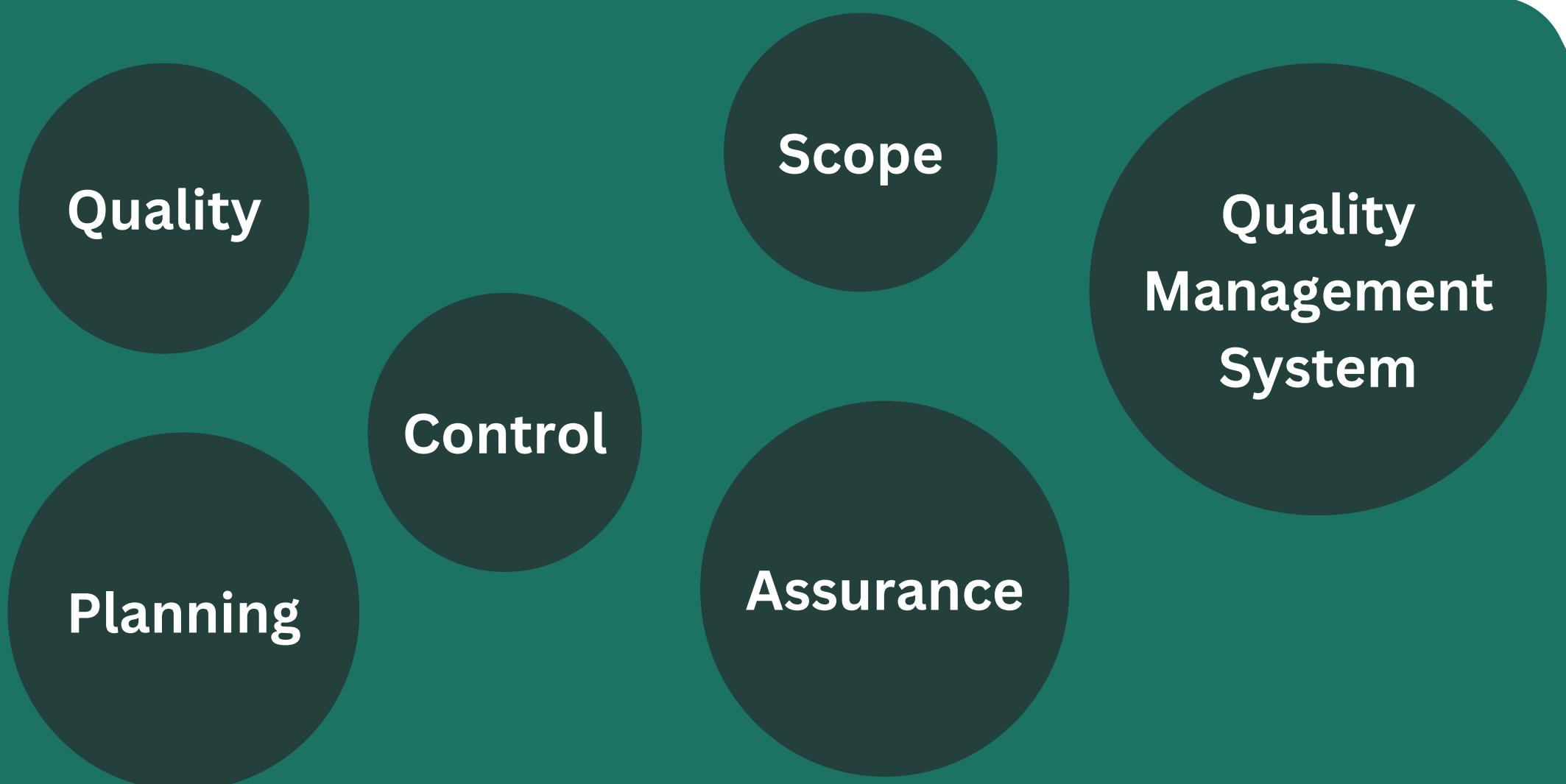
The first issue is now closed and two new issues have been captured.

ISSUE REGISTER

SUMMARY

- Quality Management Approach – Sets the overall quality plan.
- Quality Register – Tracks all quality checks.
- Product Descriptions & Quality Criteria – Define what "good quality" means.
- Issue Register – Helps manage and resolve quality-related problems.

KEY CONCEPTS RELATED TO QUALITY PRACTICE



GUIDANCE FOR EFFECTIVE MANAGEMENT OF QUALITY

Align with Corporate and External Standards

Integrate Quality with Delivery Approaches

Define Customer's Quality Expectations

Develop a Quality Management Approach

Implement Quality Control Measures

Conduct Independent Quality Assurance



TECHNIQUES FOR THE QUALITY PRACTICE

Define clear quality objectives

Develop a quality management plan (QMP)

Implement total quality management (TQM)

Implement quality control tools

Foster a quality-driven culture

DEFINE CLEAR QUALITY OBJECTIVES



DEVELOP A QUALITY MANAGEMENT PLAN (QMP)

Quality Standards

Quality Assurance

Quality Control

Roles and Responsibilities

Documentation

IMPLEMENT TOTAL QUALITY MANAGEMENT (TQM)

Customer Satisfaction

Continuous Improvement

Employee Involvement

IMPLEMENT TOTAL QUALITY MANAGEMENT (TQM)

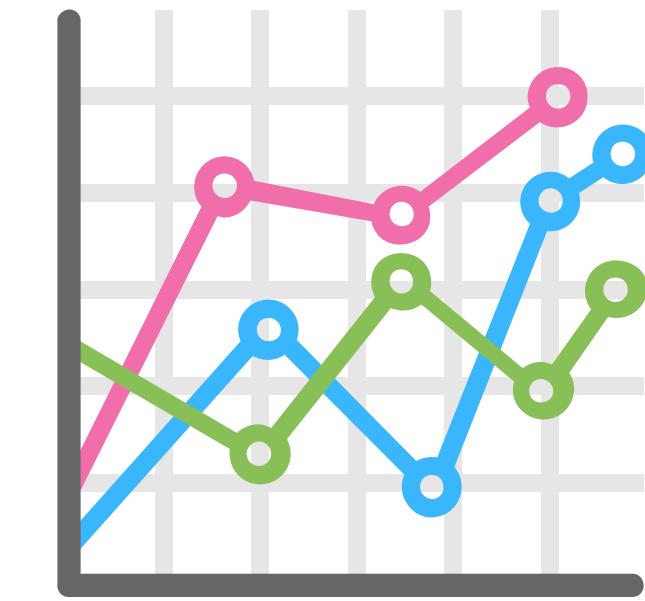
Tools for TQM



Checklists



Pareto Charts



Control Charts



Fishbone Diagrams

FOSTER A QUALITY-DRIVEN CULTURE

Communicate the Importance of Quality

Encourage Continuous Improvement

Recognize and Reward Quality Contributions

REFERENCES

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