Quality Management Plan

Car Bookings

Contents

1 INTRODUCTION

1.1 Purpose

The purpose of the project is to define the project's quality policies, procedures, entry and exit criteria for and areas of application, and roles, responsibilities and authorities.
Also is to provide the necessary information to the stakeholders to ensure high-quality project

2 Project Quality Management Overview

2.1 Organization, Roles and Responsibilities

Name	Role	Quality Responsibility
Monica Atef	Project Manager	Quality mentoring & coaching
Eslam Fawzy	Developer and Tester	Participating in Reviews
Basma Galal	Developer and Tester	Participating in Reviews
Aya Tarek	Developer and Tester	Participating in Reviews
Nourhan Medhat	Developer and Tester	Participating in Reviews

2.2 Tools, Environment and Interfaces

Tool	Description
Review Excel Sheet	As it used to describe the quality of the document being reviewed based on number of findings in each review done on the document
GitHub	Tool used to keep tracking of the changed files in the project
Progress file	Show the real progress of the team against the plan
Cause and Effect Diagram (Fishbone)	Illustrate and help determine how various Factors relate to potential problems.
Flowcharts	Flowcharts show the logical steps in a process and how various elements within a system are related. They can be used to determine and analyze potential problems in quality planning and quality control.
Check Sheets	Check sheets are used to organize information in order to facilitate data gathering. Check sheets are particularly effective for doing inspections, enabling focus on the particular attributes that may be contributing to potential or identified quality problems.
Pareto Diagrams	A Pareto chart or diagram, is a specific type of histogram that is based on Pareto's principle, which states that a large number of defects or problems are caused by a small number of causes. Pareto's principle, frequently referred to as the 80/20 rule or 80/20 principle. Which means that eighty percent of the cost of defects are caused by twenty percent of the problems. A Pareto diagram is an ordered bar graph showing the number of defects and their causes ranked by frequency.
Histograms	A histogram is a vertical bar graph that represents the frequency of each measured category (known as bins) of variable. In other words, the graph represents a rough frequency distribution of the data. The histogram is particularly useful for identifying common causes. The histogram can be ordered, similar to a Pareto chart, or unordered.
Control Charts	Control charts are used to determine if processes are in or out of statistical control.

Benchmarking	Benchmarking involves comparing the current project or activity to similar projects or activities. This process generates ideas for improvement and provides a standard to measure quality performance.

3 Project Quality Management

3.1 Project Quality Management

3.1.1 Define Project Quality
- Our project Quality is to comply with the process required by the customer and minimize the findings of quality assurance as possible.
- Every delivery should be completed and reviewed before put on the final approval by the customer.
- Mostly Comply with CMMI for development.

3.1.2 Measure Project Quality

Quality Factors:
- The knowledge and experience of the project team
- The nature of activity being conducted
- The development environment/organization structure/methodology used.
- The customer satisfaction of the product.

Quality Measurement tools:
- Product Metrics
- Outcome Metrics
- Value Metrics
- Scope Metrics

3.2 Quality Assurance
Provided by a third party auditors.

3.3 Quality Control
- Using the previously mentioned in the document the quality measurements will be monitored by the project manager and the whole team, while also looking on the QA findings on the project outcome and process.

Triggers:
- High number of findings (the number determined by the third party partner).

- Poor quality of the outcome.
- Latency in the progress of the project.

Actions:

Whenever there's a problem in quality the project manager call for an immediate meeting to discuss the take actions based on discussion with team.