**Quality Management Plan**

**Project:** Odoo ERP Integration for Safaricom Telecom  
**Version:** 1.0  
**Date:** [Insert Date]

**A. Purpose**

To define the quality objectives, standards, assurance, and control measures to ensure the Odoo ERP integration meets or exceeds stakeholder expectations and complies with regulatory requirements.

**B. Quality Objectives**

* Deliver a fully functional, reliable, and secure Odoo ERP system tailored for telecom operations.
* Ensure compliance with industry standards (ISO 9001, ISO/IEC 27001) and local regulations.
* Achieve high user satisfaction and system performance benchmarks.
* Minimize defects and rework through proactive quality assurance.

**C. Quality Standards and Compliance**

* Follow ISO 9001 Quality Management System standards.
* Adhere to ISO/IEC 27001 Information Security standards.
* Comply with Kenya Data Protection Act (KDPA) and telecom regulatory requirements.
* Internal Safaricom IT and Quality policies.

**D. Quality Assurance (QA) Approach**

| **Activity** | **Description** | **Responsibility** | **Frequency** |
| --- | --- | --- | --- |
| Peer Reviews | Review of design documents, code, and configurations | Development & QA Teams | During development phases |
| Process Audits | Assess adherence to project and quality management processes | QA Manager | Monthly |
| Vendor Deliverable Reviews | Evaluate third-party deliverables for quality | Vendor Manager | Per delivery milestone |
| Training and Knowledge Sharing | Ensure team understands quality requirements | Training Coordinator | As needed |

**E. Test Strategy**

**1. Test Types & Scope**

| **Test Type** | **Purpose** | **Scope** | **Responsibility** |
| --- | --- | --- | --- |
| Unit Testing | Verify individual components and configurations | Odoo modules, custom code | Development Team |
| Integration Testing | Test interfaces between Odoo, OSS/BSS, Mobile Money | API calls, middleware, data synchronization | Integration Team |
| System Testing | Validate overall system functionality and workflows | End-to-end business processes | QA Team |
| User Acceptance Testing (UAT) | Validate solution meets business requirements | Business scenarios, real-world use cases | Business Users, QA |
| Performance Testing | Assess system under expected and peak loads | Response times, concurrency | Performance Testing Team |
| Security Testing | Identify vulnerabilities and ensure data protection | Penetration testing, vulnerability scans | Security Team |

**2. Test Environment**

* Mirror production environment for accuracy.
* Secure and isolated test data sets.
* Version control and access restrictions.

**3. Defect Management**

* Use defect tracking tools (e.g., Jira) for logging and monitoring.
* Prioritize defects by severity (Critical, Major, Minor).
* Defined SLAs for defect resolution.

**F. Acceptance Criteria**

| **Deliverable** | **Acceptance Criteria** | **Sign-off Authority** |
| --- | --- | --- |
| Functional Modules | Meet documented functional requirements with no critical defects | Business Owners / Sponsor |
| Integration Interfaces | Successful data exchange with OSS/BSS and Mobile Money with no loss | Integration Lead |
| Performance Metrics | Response time < 2 seconds under 10,000 concurrent users | Performance Testing Lead |
| Security Compliance | Pass all security tests and audits | Security Officer |
| User Training Completion | All key users trained with certification or sign-off | Training Coordinator |
| Documentation | Complete and approved user manuals, technical specs | Project Manager |

**G. Quality Metrics**

| **Metric** | **Target** | **Measurement Frequency** |
| --- | --- | --- |
| Defect Density | < 2 defects per 1,000 lines of code/configuration | Per development sprint |
| Defect Resolution Time | Critical defects fixed within 48 hours | Continuous |
| Test Coverage | 100% coverage of functional requirements | Per testing phase |
| User Satisfaction Score | ≥ 85% satisfaction in post-implementation surveys | After Go-live |

**H. Continuous Improvement**

* Conduct retrospectives and lessons learned sessions at key milestones.
* Implement corrective actions from audit findings and user feedback.
* Update processes and documentation to reflect improvements.