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* 1. quality Management Plan

The quality management plan is a component of the project management plan. It describes how appli- cable policies, procedures, and guidelines will be implemented to achieve the quality objectives for the project. Information in the quality management plan can include:

* + - Quality standards that will be used on the project
    - Quality objectives
    - Quality roles and responsibilities
    - Deliverables and processes subject to quality review
    - Quality control and quality management activities for the project
    - Quality procedures applicable for the project

The quality management plan can receive information from:

* + - Project charter
    - Assumption log
    - Stakeholder register
    - Requirements management plan
    - Risk management plan
    - Stakeholder engagement plan
    - Scope baseline
    - Requirements documentation
    - Requirements traceability matrix
    - Risk register

It provides information to:

* + - Scope management plan
    - Cost estimates
    - Resource management plan
    - Risk register
    - Procurement documents (RFP, RFQ)

The quality management plan is an output from process 8.1 Plan Quality Management in the *PMBOK*® *Guide –* Sixth Edition. This is developed once and is not usually changed.

### tailoring tips

Consider the following tips to help tailor the quality management plan to meet your needs:

* + - On smaller projects quality, requirements, and scope are often handled as a single aspect, whereas in larger projects they are separated out and may have distinct roles and responsibilities for each aspect.
    - In many industries there are specific standards that must be adhered to. Your quality management

plan may reference these by citing specific regulations, or they may be integrated into organizational policies and procedures.

* + - Quality management planning must be consistent with your organization’s quality policies, pro-

cesses, and procedures.

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alignment

The quality management plan should be aligned and consistent with the following documents:

* Project charter
* Scope management plan
* Requirements management plan
* Resource management plan
* Procurement documents (RFP, RFQ, etc.)

### Description

You can use the element descriptions in Table 2.21 to assist you in developing a quality management plan.

table 2.21 elements of a quality Management Plan

Document element Description

Quality standards Quality standards are usually industry or product driven. They may be ISO

standards, IEEE, or some other regulatory or industry body.

Quality objectives Quality objectives are the measures that must be achieved by the project or

product components to meet the stakeholder needs. Objectives are the target you want to achieve. You may have metrics or specifications that provide a quantifiable measurement of success.

Quality roles and responsibilities Define the roles necessary to conduct quality activities on the project and the responsibilities associated with each.

Deliverables and processes subject to quality review

The key deliverables that have metrics or measures associated with quality objectives

The processes used in the project that require verification or validation that they are being performed correctly, or in accordance with quality requirements or objectives

Quality management approach The approach that will be used to manage the quality process. Includes the

timing and content of project and product quality audits.

Quality control approach The approach that will be used to measure the product and the project perfor-

mance to ensure the product meets the quality objectives Applicable quality procedures Procedures that will be used for the project, such as

* + Nonconformance and rework
  + Corrective actions
  + Quality audits
  + Continuous improvement



# QUALITY MANAGEMENT PLAN

Project title: Date Prepared: quality Standards

quality objectives

|  |  |
| --- | --- |
| Metric or Specification | Measure |
| 1. | 1. |
| 2. | 2. |
| 3. | 3. |
| 4. | 4. |

quality roles and responsibilities

|  |  |
| --- | --- |
| roles | responsibilities |
| 1. | 1. |
| 2. | 2. |
| 3. | 3. |

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# QUALITY MANAGEMENT PLAN

Deliverables and Processes Subject to quality review

|  |  |
| --- | --- |
| Deliverables | Processes |
|  |  |

quality Management approach

quality control approach

applicable quality Procedures

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