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| --- | --- | --- | --- | --- | --- |
| Start | Finish | Author | Description | Reason | Version |
| Week 10 | Week 10 | Vini | Quality plan for the project | To ensure project follows quality standards |  |
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**Quality Assurance Plan for Real-Time Score Board**

**1.0 Quality Assurance Plan**

This document outlines the Quality Assurance Plan (QAP) for the ‘Real-Time Score Board’ project undertaken as a level 7 Research and Development project at AUT University in 2017. It describes which policies will be implemented and how the project management teams plans to meet the quality requirements of the project.

The Quality Assurance Plan (QAP) ensures that the product is created to a high standard, both in remaining within the initial purpose and scope of the project, also that the technical aspects and procedures are well adhered to.

The QAP is to be used by the project management team and stakeholders, both as a guideline for how to ensure the product is of a high quality but also as a form of verification that quality has been at the forefront of the development process.

**1.1 Standards**

* Documents completed must be completed to a comprehensive and authentic standard that satisfies the Project Team and can be understood by the Project Sponsor
* Team members must comply with the AUT Student Behaviour Policy
* Team members must comply with the PMI Code of Ethics and Professional Conduct Link: <https://www.pmi.org/about/ethics/code>
* Coding standards - To be produced when project evaluation (Feasibility study) us completed.
* Test Standards – To be followed as described in the project approach

Testing and the ensuring of a high-quality product will be continued to be performed on the product and project at every phase of the software development life cycle. All team members will adhere to the standards outlined in the Quality Assurance Plan (QAP) and ensure that the project is completed to a high consistent standard. The project will continuously be monitored until it reaches its obligations under the contract in the following terms:

·        Communication and organization

·        Timely completion of project in accordance to schedule

·        Consistent monitoring of progress with well communicated reviews and feedback

·        Adhered change control management

·        Monitored risk management

·        Adhered set of standards, procedures and methods

·        Well defined roles and responsibilities

·        In-depth and quality auditing of product deliverables and project documentation

**2.0 Management**

**2.1 Roles and Responsibilities**

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| --- | --- | --- | --- | --- |
| **Role** | **Name** | **Organization** | **QA Responsibility** | **Stage Exit Function** |
| Project Sponsor | Robin Hankin | AUT | Provides feedback on whether project solution solves the problem domain. | Approve |
| Project Supervisor | Nikola Kasabov | AUT Staff | Audits and approves project deliverables from QA perspective. Reviews plans and deliverables for compliance with applicable standards. Provides guidance and assistance on process matters. | Approve |
| Quality Assurance Manager |  | Project Team Member | Ensures consistent presentation and quality of information in all documentation distributed. Ensures all work is completed to the standards outlined in 1.2.  Ensures the implementation of activities to ensure the quality of work completed. | Validate, Conduct |
| Project Manager | Vinicius Alves | Project Team Member | Monitors PMS, and maintains minutes and notes to ensure information acted upon is both current and accurate.  Audits and approves project documentation and plans. Provides feedback and QA in relation to each completed phase. | Conduct, Approve |
| Project Team | All team members | Project Team | Monitors implementation of documentation and work, adhering to the standards outlined in 1.2. | Approve |

**3.0 Quality Assurance Procedures**

**3.1 Review Process**

Definition of Reviews: Relates to reviewing the project itself, a document or procedure. These reviews are informal and don’t require the creation of a report.

Independent reviews can be performed at any stage, though a full review of all deliverables will be administered before any deadlines, fulfilment of deliverables, or installation.

Review processes include but are not limited to:

* Self-Reviews
* Peer Reviews
* Supervisory Reviews

**3.2 Audit Process**

Definition of Audits: Relates to the comparing of project documents to the QAP. The goal is to identify compliance with the QAP and find evidence as stated in the QAP, project contract, and other self-imposed standards as stated in 1.2.

The QA Manager is responsible for formally documenting the result of the audit in a compliance report. Areas of non-compliance are to be addressed and passed on to the project supervisor for further insight on how to be fixed.

**3.3 Evaluation Process**

Reviews are to be considered accepted if the result of the review is a pass. If a review fails and is accepted by the QA manager, approval from Project Supervisor may be needed.

**3.4 Process Improvement**

The goal of QA reviews and audits is to ensure processes undertaken within the project are adhered to. These guidelines are in place to establish a high congruity between what is promised and what is delivered.

As a result, procedures should also be under revision to ensure they complete their goal, and if not, the QA manager should be involved in altering procedures to ensure a streamlined, high-quality result.

**4.0 Problem Reporting Procedures**

**4.1 Noncompliance Reporting Procedures**

Incidents of non-compliance in documentation and work in reviews shall be addressed between the reviewing team member and the members whose work fell short of the quality required. It is then that team members increase the quality of work to an acceptable standard or seek help in attaining that standard. Failure to do either of the above shall be addressed by the quality assurance manager with the involvement of the project supervisor at the quality assurance manager’s discretion.

Incidents of non-compliance in documentation and work in audits shall be documented, dispersed amongst team members and addressed at the next possible team meeting. At the quality assurance manager’s discretion, items can be taken to the project supervisor for guidance.