# QUALITY MANAGEMENT

## Quality Management Overview

### Organization, Responsibilities, and Interfaces

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| **Name** | **Role** | **Responsibilities** |
| Tran Binh Duong | Supervisor | * Helps define product quality expectations. * Determines final acceptance of product’s quality. |
| Le Van Quy Hoang | PM | * Create quality plan * Facilitate resolution of quality issues, escalating as needed |
| Nguyen Thi Hong Nhung | Test leader | Provide test and test management |
| Team members:   * Tran Dinh Hoang Huy * Nguyen Van Quyen * Nguyen Khac Hoang * Kieu Cao Khanh * Le Van Quy Hoang | Developer | * Provide feedback on quality plan, help determine metrics and criteria for this project * Be a part of quality reviews and provide feedback on deliverables |

### Tools, Environment, and Interfaces

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| **Tool** | **Description** |
| **Cause-and-effect diagram** | Used to analyze the causes and effect of a problem. Used to find the root cause problem when their are a complaint about quality problem. |
| **Control chart** | Used of control charts is to prevent defects. Apply Seven Run Rule. |
| **Flowchart** | Used to analyze how problems occur and how processes can be improved |

## Quality Planning

### Define Project Quality

* ***System output:***+ An Web application to manage shipper and the order for admin, order and tracking order for Store.

+ An Android application to tracking order and pick order for shipper.

* ***Functionality:***

+ Web application. For Admin, allow admin to login, add/ block/ update shipper and analyze and report. For Store, allow login to system, create order, tracking state of shipper, feedback for each shipper and view report.

+ Android application has main function: The system can find best way to go to target location, shipper can pick order and view report about delivered history.

* ***Performance:***

+ Time delay for find shipper who nearest with place of delivery is less than 10s

+ Time delay for tracking state of shipper on map is less than 5m