

| Quality management plan for project: AHI App Development   |                             |                 |   |             |            |
|--|-----------------------------|-----------------|---|-------------|------------|
| Part I: Project objectives (reference project charter)   |                             |                 |   |             |            |
| 1. Deliver a fully functional AHI app that meets the defined key functionality requirements.                             |                             |                 |   |             |            |
| 2. Ensure the app design and development are completed within the allocated budget and timeline.                         |                             |                 |   |             |            |
| 3. Conduct thorough testing to guarantee a high-quality, bug-free app at launch.   |                             |                 |   |             |            |
| 4. Implement IT infrastructure upgrades to support the app's performance and security requirements.                      |                             |                 |   |             |            |
| 5. Launch the app successfully and ensure it is well-received by the target users.                                       |                             |                 |   |             |            |
| 6. Monitor app performance post-launch and plan for future updates and improvements.                                     |                             |                 |   |             |            |
| 7. Document all project processes, outcomes, and lessons learned for future reference.                                   |                             |                 |   |             |            |
| Part II: Project quality team (Project Manager, QA, QC, SME)   |                             |                 |   |             |            |
| Name   | Role                        | R (Responsible) | A (Accountable)   | C (Consult) | I (Inform) |
| Cary Manning   | Project Manager             | X               | X   |             |            |
| John Smith   | Quality Assurance (QA)      |                 |   | X           | X          |
| Emily Davis  | Quality Control (QC)        | X               | X   |             |            |
| Michael Lee  | Subject Matter Expert (SME) |                 |   | X           | X          |
| Sara Wilson  | IT Manager                  | X               |   |             | X          |
| Tom Brown  | Development Lead            | X               |   |             | X          |
| Linda White  | Marketing Lead              |                 |   | X           | X          |
| Quality assurance activities (quality audits)  |                             |                 | Quality control activities (quality inspections)  |             |            |
| Conduct regular quality audits during the development and testing phases to ensure compliance with project standards.    |                             |                 | Carry out code reviews and inspections to identify and correct defects during the development phase.  |             |            |
| Review and update the quality management plan regularly to adapt to any project changes or updates.                      |                             |                 | Execute functional and non-functional testing to validate the app's performance against defined requirements.                               |             |            |
| Perform documentation reviews and audits to ensure that all project documentation is complete, accurate, and up to date. |                             |                 | Conduct user acceptance testing (UAT) to ensure the app meets user expectations and is ready for deployment.                                |             |            |
|  |                             |                 | Inspect and validate the implementation of IT infrastructure upgrades to ensure they meet the necessary performance and security standards. |             |            |
|  |                             |                 | Perform post-launch inspections to monitor the app's performance and identify any issues that require immediate attention.                  |             |            |