<Individual Project>
Quality ManagementPlan

Version 1.00

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Contents

Revision History

Date	Version	Author(s)	Notes
3/23/2021	1.00	Michael Dutzman	Initial document

Overview

The purpose of the Quality Management Plan is to confirm that a quality product is delivered that conforms to contract requirements and meets the needs of the customer. The Quality Management process is iterative and incremental. The process encompasses quality requirements identification, planning, implementation, and execution of the plan. Once the plan is operational, Michael Dutzman will leverage the plan to assess, measure, monitor, and continually improve the plan.

The plan is developed and approved during the project planning phase to confirm major deliverable/milestone acceptance criteria and manage approved project processes through the life of the project. I will provide verification and validation of all project deliverables to be completed by the time they are due. I will be responsible for

- Tracking, assessing, and ensuring all deliverables are in alignment with the sponsor's (professors) expectations for quality
- Inspecting and commenting on all draft and final project document deliverables for traceability, correctness, and fidelity to the project requirements backlog
- Securing sign-off from all required persons and/or agencies for completed deliverables

Methodology

A successful Quality Management Plan outlines the methods that will be implemented to support all aspects of quality management within a project; at minimum, these aspects include Quality Assurance, Quality Control, Deliverable Acceptance, and Process Audits.

Quality Assurance

QA focuses on the processes used to create project deliverables. Quality assurances I will include are peer review, process checklists, project audits, and methodology and standards development. QA focuses on the prevention of quality problems through planned and systematic activities performed throughout the project life cycle, including documentation. While the QA team (me) is responsible for establishing a good quality management system and assessing its adequacy, the project team (also me) is responsible for implementing it. Everyone on the team involved in developing the product is responsible for quality assurance.

Quality Control

The purpose of Quality Control (QC) is to find and eliminate sources of quality non-conformities using tools & equipment to ensure the customer's expectations for the quality of the project deliverables are systematically and continually met. QC activities or techniques are used to achieve and maintain the product quality, process, and service. QC is the responsibility of the team that tests the product for defects. Testing early and often is a basic quality control strategy. The QC activities I will implement to ensure quality is laid out in the testing document on GitHub.

Project Audits

To ensure a well-managed and controlled project, a light-weight audit process will be applied to project activities and tasks. The project audit strategy will be to implement audit activities that are simple, systematic, and iterative. The audit plan will examine and analyze the project team's execution of project processes to identify any issues, concerns, challenges, and/or opportunities and report them to the project manager to address. The goal of the audit process is to maximize the success of a project. The process is intended to complete the following general objectives:

- Ensure that project decision making is effective (every decision made produces a desire outcome)
- Project activities are adequately performed and managed
- Project governance and risk management meet business requirements

Roles & Responsibilities

The roles for quality assurance, control, coordination, or facilitation are listed below:

Quality Role	Point of Contact	Contact Email
QA Manager	Michael Dutzman	mdutzm1@towson.students.edu
Test Leader	See above	See above
UAT Coordinator	See above	See above

Product Testing

The project corrective action program ensures prompt and effective corrective actions are implemented to prevent the recurrence of failures or nonconformance. Its central component is the project defect backlog. The defect backlog is a repository for capturing and tracking non-conformities from identification to resolution. It operates as a closed-loop system, tracking problems, driving root- cause analysis and corrective action, and measuring the effectiveness of solutions. Customer concerns or complaints are addressed through this mechanism. Our QA team and Program Management team are responsible for ensuring the corrective action program operates correctly during the entire project life cycle.

Documentation Review

The QA team will review all project documentation prior to submission for approval. Types of project documentation include, but are not limited to

#	Project Document Deliverables	Milestone Date	Comments
1	Project Charter	3/23/21	done
2	Project Schedule	3/23/21	done
3	Work Breakdown Structure (WBS)	3/23/21	done
4	Quality Management Plan	3/23/21	done
5	Risk Management Plan	3/23/21	done
6	Communications Management Plan	3/23/21	done
7	Change Management Plan	3/23/21	done
8	Training Plan	3/23/21	done

#	Project Document Deliverables	Milestone Date	Comments

Escalation

The process owner will review suggested corrective actions for each identified process or work product nonconformity and will work with the QA team and the Program Manager to ensure a corrective action has been established that will address the identified process nonconformities. The Process Owner will inform the project management team of the corrective actions. Depending on the number of participants and time needed to execute the corrective actions the project manager will determine if the recommended corrective actions should be placed on the schedule. Progress made against any corrective actions and corrective action priority are placed on the program schedule and reported via the regular program status meetings.

If the process owner disagrees with any of the corrective actions or the QA manager disagrees with proposed modifications to the actions, they may escalate the disagreement to the Project Manager or the Director of Quality Assurance to make an informed decision.

If a customer identifies a problem or the QA team needs the customer to assist in resolving a problem, then the customer is involved through the resolution. The customer will also be consulted and involved if the problem affects scope and schedule.

Metrics

The QA team will apply suitable methods for monitoring and, where applicable, measurement of the quality management system processes. These methods will demonstrate the ability of the processes to achieve planned results. If planned results are not achieved, correction and corrective action will be recommended for action, as appropriate. Metrics to be collected include

- Development testing defects
- UAT defects
- Customer satisfaction survey results
- Schedule variance
- Requirement Analysis Metrics
- Process Audit Metrics

Compliance and Certification

N/A.

Schedule
Gantt chart on GitHub.

Approvals

Role	Name & Title	Signature	Date
Project lead	Michael Dutzman	Michael Dutzman	3/23/21

APPENDIX A - Quality Plan Audit Log

Planned Quality Review Date	Activity Reviewed	Issue(s)	Resolution