**Week 5 – Assignment #5 (Relaxing Travel - Part #4)**

Group 11

Pierce College – Session 6 2023

MIS 302: Project Management

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**Quality Management Plan**

**Date: 8/1/2023**

**Project Name: Relaxing Travel Office Relocation**

**Overview**

Relaxing Travel has already decided to relocate to a fully virtual online travel agency and the relocation work has begun. As part of quality assurance and quality control, we have developed a quality management plan. This plan is designed to serve and ensure Quality Assurance (QA) activities are effectively implemented and executed by the project team. In addition, it confirms that a quality product is delivered that conforms to contract requirements and meets the needs of Relaxing Travel. It’s an incremental process encompassing quality requirements identification, planning, implementation, and execution of the plan. Once the plan is operational, the Quality Assurance (QA) team leverages the plan to assess, measure, monitor, and continually improve the plan. The team consistently crosschecks the requirements through inspections of deliverables and compliance of the contract. Quality control includes scheduleadherence, milestones, scope, budgetassumptions, participants, dependencies, risks, procedures, and required deliverables.

**Quality Standards (finished product):**

Home offices of employees at the online travel agency are being equipped with laptops, printers, operating system, cell phones, network, cloud, office furniture, and software.

**Laptops:** Willrequire the following general specifications which include but limited to a screen size of 17” or 15” with an HD resolution of 1366 x 768. An Intel processor, specifically a Core i5, with an internal SSD memory size of 500 GB. Ram space of 16GB with a battery life of 12 hours. Security features include a fingerprint reader or the utilization of the windows facial recognition login feature.

**Printers**: ISO 12647 is the standard defines processes and color standards for different types of printing. It deals with metrics like the transparency of inks, tone value increases, suitable paper types, and processes like half-tone color separations.

**Operating System**: Windows 11

**Cell phones:** Apple iPhone 12

**Home Internet:** Verizon Fios

**Cloud:** AWS (Amazon Web Services)

**Furniture:** IKEA Standard Office Chair And Table

**Software:** Sabre Airline Solutions (Sabre Native, Sabre Interactive, and Sabre Red)

**Metrics (how you will measure the quality of the project in words – not necessarily in numbers):**

The project manager 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 testing products for defects, schedule adherence, budget utilization, Work-in-process, Supplier trending, etc.

**Problem Reporting and Corrective Action Process (how will problems be reported and to whom? What will be the process for correcting problems?):**

Problems can be reported by any project team member to the project manager and a coordinated solution will be sought with the supplier or contractor. The Corrective Action Process (CAP) then helps to document, create, implement, and verify the actions taken. A problem-solving methodology is designed to find a problem's root cause based on the findings of the problems.

**Supplier Quality and Control (how will you guarantee the quality of your supplier and goods?):**

* By ensuring financial stability.
* Conducting and confirming a total cost assessment.
* Previous experience and past performance with the product/service to be purchased.
* The supplier's track record for business-performance improvement
* Requesting a formal quote, which includes providing the supplier with specifications and other requirements, such as testing.
* Visits to the supplier by management and/or the selection team.
* Confirmation of quality system status either by on-site assessment or request for a certificate of quality system registration.