

Quality Assurance Plan Template

Items that are intended to stay in as part of your document are in **bold**; explanatory comments are in *Italic* text, describing the intent of each section.

The document in this file is an annotated outline for a Quality Assurance Plan, following loosely the IEEE Standard for Software Quality Assurance Plans (Std 730-1998). It may be known to an organization as a Software Quality Assurance Plan, a Product and Process Quality Assurance Plan, or some other title.

Quality Assurance Plan

for

<Name of Project>

<author>

<date>

<data security notice>

<instructions to reviewers, if appropriate>

[Note – this is a sample list of approvers intended to illustrate the format of this section. Required approval signatures will be determined for each project; modify accordingly.]

Signature	Organization Responsibility	Date
	Project Manager	
	Customer/customer representative	
	Development Organization Director	
	Quality Assurance Manager	

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[the table of contents here was built by Word; redo it when you finish your document]

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1 INTRODUCTION

Describe the scope of this Quality Assurance Plan, identifying which project(s), product(s), and/or the portion of the project life cycle are covered by the plan.

Describe the quality objectives for this project, with any measures being used to quantify the objectives.

2 REFERENCE DOCUMENTS

Provide a complete list of documents that provided input to this plan or that must be read to understand this plan.

3 MANAGEMENT

Describe the organization, tasks, and responsibilities of the people who will contribute to the quality assurance efforts for this project. Also describe the organization of the project overall, or provide a reference to where that information can be found.

3.1 ORGANIZATION

Depict the organizational structure for the group that performs the quality assurance function for this project. Show how the quality assurance staff relates to the project development staff, and discuss the level of independence of the quality assurance staff from those responsible for development.

3.2 ROLES AND RESPONSIBILITIES

Describe the primary roles and responsibilities of the quality assurance staff. Indicate activities such as mentoring or coaching the project, auditing work products, auditing processes, participating in project reviews, etc. Often a table of roles and responsibilities is a useful way to depict the information; extend as needed.

Name	Role	Responsibilities

4 STANDARDS TO BE USED

4.1 PRODUCT STANDARDS

Identify any product standards that must be followed by the project, as well as any other product conventions and measures that will be applied. Describe how compliance with these items is to be monitored and assured.

4.2 PROCESS STANDARDS

Identify process standards to be followed by the project, as well as any other process-related conventions and measures that will be applied. Describe how compliance with these items is to be monitored and assured. Include the basic design, development, testing, and deployment considerations, including standards such as the following:

- a) Documentation standards*
- b) Enterprise, process, technical, and or data architecture standards*
- c) Coding and naming standards*
- d) Testing standards and practices*
- e) Organization or project product and process measures*

5 COACHING AND MENTORING ACTIVITIES

Describe how the quality assurance staff will engage with the project manager and/or the project team to provide process-related mentoring or coaching.

6 REVIEWS AND AUDITS

6.1 WORK PRODUCT REVIEWS

Identify which work products are to be reviewed by quality assurance staff, when they will be reviewed (that is, what criteria indicate readiness for a review by quality assurance), and using what checklists or other standards. Consider the following work products as candidates for review: requirements specifications, design documentation, code, test plans, test results, project plan, configuration management plan, user documentation, release and installation documentation. A table may be a useful way to convey this information; extend the example below as needed. [Note: work products and project processes may be reviewed and/or audited together. If so, indicate that approach in this section.]

Work Product	When Reviewed by Quality Assurance (Status or Criteria)	How Reviewed by Quality Assurance (Standards or Method)

6.2 PROCESS REVIEWS

Describe which project processes are to be reviewed and how they will be reviewed; include both development and testing processes. Indicate when the quality assurance review should occur, in terms of the status of the project or other criteria, if appropriate. In some cases, processes are selected at random intervals for review, or they may be examined as part of the organization's ongoing process compliance or process improvement effort. A table may be a useful way to convey this information; extend the example below as needed.

Process to Review	When Reviewed by Quality Assurance (Status or Criteria)	How Reviewed by Quality Assurance

6.3 QUALITY ASSURANCE PROGRESS REVIEWS

Describe the reviews of the quality assurance efforts that are to be held periodically to monitor the execution of this plan. These reviews may be part of the project review cycle or they may be separately done by the quality assurance group.

6.4 QUALITY ASSURANCE LESSONS LEARNED REVIEW

Describe how and when lessons learned about quality assurance will be gathered. This may be done as part of the project's lessons learned activities, and/or there may be separate gathering by the quality assurance group.

6.5 INDEPENDENT REVIEW OF QUALITY ASSURANCE

If appropriate, describe how independent review will be done for the quality assurance activities. In general, this is specified in the operating plan for the quality assurance group. For a large project, though, it may be necessary to have independent review of the quality assurance function.

6.6 SCHEDULE OF QUALITY ASSURANCE ACTIVITIES

Provide a schedule of the quality assurance activities for this project, or indicate where that schedule can be found external to this document. It may be included as part of the overall project schedule, or it may be maintained separately.

7 FEEDBACK AND REPORTS

Describe the records and/or reports that quality assurance staff will produce. Identify

- the method and frequency of providing feedback to the project team and other related groups on quality assurance activities*
- the quality records that will be maintained on the reviews and audits for the project*

A table may be a useful way to organize this information; extend or modify as needed.

Reports and Quality Records	Provided to Whom	Provided When	Provided How

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8 PROBLEM REPORTING AND CORRECTIVE ACTION

Describe, or reference, the procedures or activities used to report, track and resolve problems and defects identified in the project work products and in the project processes. Identify the specific organizations or individuals responsible for their implementation. Identify the criteria and process for escalating unresolved issues. Describe the process to be used to detect and eliminate potential causes of problems or defects.

This section typically specifies that:

- *Deviations from the project plan and the designated standards and procedures are documented and resolved with the appropriate project task leaders, line managers, and project manager, where possible.*
- *Deviations from the project plan and the designated project standards and procedures not resolvable with the project team, line managers, or project manager are documented and presented to the senior manager designated to receive noncompliance issues.*
- *Noncompliance items presented to the senior manager are periodically reviewed until they are resolved.*
- *The documentation of noncompliance items is managed and controlled.*

9 TOOLS, TECHNIQUES, AND METHODS

Identify the special software tools, techniques, and methods employed to support quality assurance, state their purposes, and describe their use.

10 QUALITY ASSURANCE MEASURES

Define the quality assurance measures that are to be collected during the project and describe how they will be used. Examples of such measures include:

- *Measures of completion of milestones related to the quality assurance plan*
- *Quality assurance effort expended compared to plan*
- *Number of product audits and activity reviews compared to the plan*
- *Number of deviations noted by quality assurance reviews and audits*

11 SUPPLIER CONTROL

Describe the approach for monitoring the quality assurance activities of any supplier who is providing software components for the project. At a minimum the supplier should prepare and implement a Quality Assurance Plan in accordance with this template.

12 RECORDS COLLECTION, MAINTENANCE AND RETENTION

Identify the quality assurance documentation and quality records to be retained; the methods and facilities to be used to assemble, safeguard and maintain this documentation; and designate the retention period.

13 TRAINING

Identify the training activities necessary to ensure that the quality assurance staff meet the needs of this plan.

14 RISK MANAGEMENT

Describe how risks to the quality assurance will be identified, prioritized, and managed during the execution of this plan.