

Quality Management Process

For [Project Name]

Document Control

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Document Approvals

Role	Name	Signature	Date
Project Sponsor			
Project Review Group			
Project Manager			
Quality Manager <i>[if applicable]</i>			
Procurement Manager <i>[if applicable]</i>			
Communications Manager <i>[if applicable]</i>			
Project Office Manager <i>[if applicable]</i>			

Table of Contents

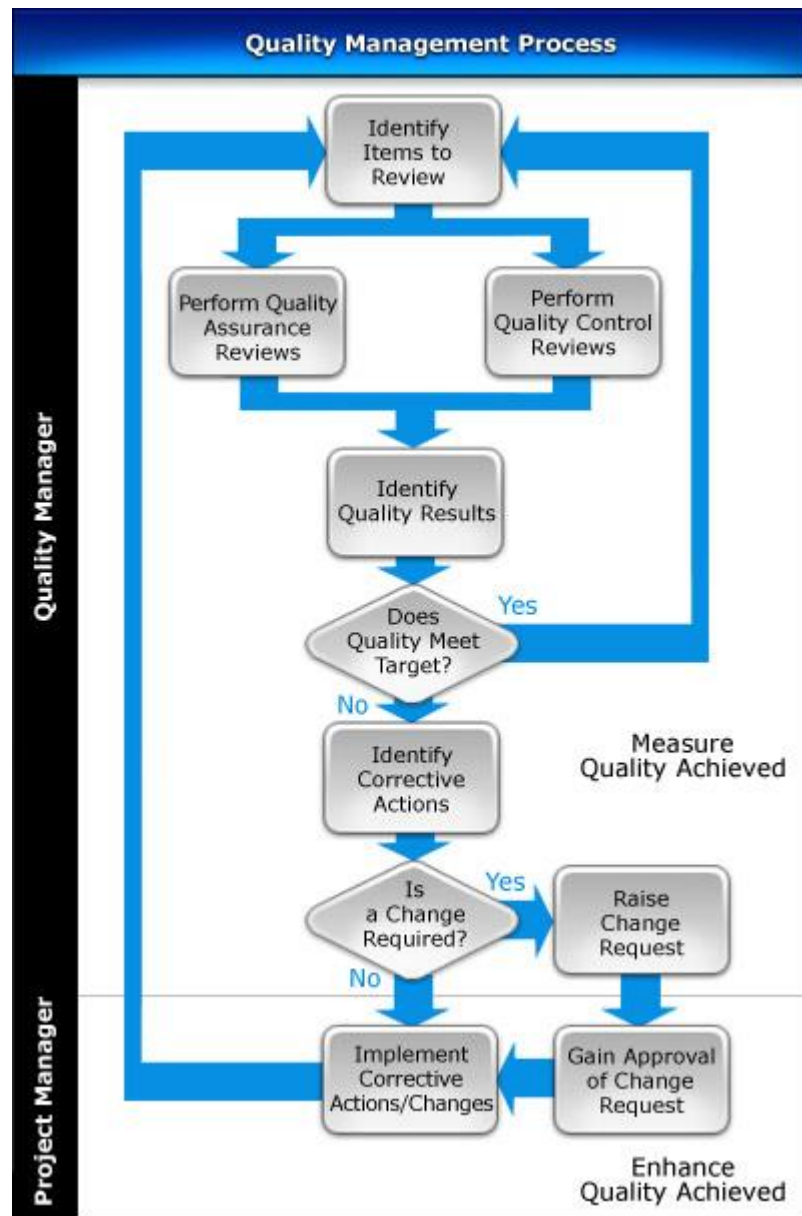
1	QUALITY PROCESS	ERROR! BOOKMARK NOT DEFINED.
1.1	OVERVIEW	ERROR! BOOKMARK NOT DEFINED.
1.2	DEFINE QUALITY TARGETS	ERROR! BOOKMARK NOT DEFINED.
1.2.1	<i>Identify Quality Targets.....</i>	<i>Error! Bookmark not defined.</i>
1.2.2	<i>Identify How to Measure & Assure Quality.....</i>	<i>Error! Bookmark not defined.</i>
1.3	MEASURE QUALITY ACHIEVED	ERROR! BOOKMARK NOT DEFINED.
1.3.1	<i>Perform Quality Assurance</i>	<i>Error! Bookmark not defined.</i>
1.3.2	<i>Undertake Quality Control.....</i>	<i>Error! Bookmark not defined.</i>
1.4	ENHANCE QUALITY ACHIEVED	ERROR! BOOKMARK NOT DEFINED.
1.4.1	<i>Undertake Quality Improvement Actions.....</i>	<i>Error! Bookmark not defined.</i>
1.4.2	<i>Report Level of Quality Achieved.....</i>	<i>Error! Bookmark not defined.</i>
2	QUALITY MANAGEMENT ROLES	ERROR! BOOKMARK NOT DEFINED.
2.1	QUALITY MANAGER	ERROR! BOOKMARK NOT DEFINED.
2.2	QUALITY REVIEWER	ERROR! BOOKMARK NOT DEFINED.
3	QUALITY MANAGEMENT DOCUMENTS	ERROR! BOOKMARK NOT DEFINED.
3.1	DELIVERABLES REGISTER	ERROR! BOOKMARK NOT DEFINED.
3.2	QUALITY REVIEW FORM	ERROR! BOOKMARK NOT DEFINED.

1 Quality Process

Document the process for monitoring and controlling quality within a project, by completing this template.

1.1 Overview

Provide an overview of the Quality Management Process, depicted as follows:



1.2 Measure Quality Achieved

List the steps required to:

- *Identify the deliverables and processes for review*
- *Perform Quality Assurance to understand the overall project “performance” and “conformance”*
- *Perform Quality Control to determine the actual level of quality of project deliverables*

- *Document the quality review results and identify any deviations from quality targets*
- *Identify any actions required to correct quality deviations*
- *Create Change Requests for changes needed to correct quality deviations*

1.3 Enhance Quality Achieved

Describe the procedures involved in gaining approval of change requests and corrective actions to enhance the quality of project deliverables and processes.

2 Quality Management Roles

In this section, describe the key roles and responsibilities in the Quality Management Process.

2.1 Quality Manager

List the responsibilities of the Quality Manager in the Quality Management Process.

2.2 Project Manager

List the responsibilities of the Project Manager in the Quality Management Process.

3 Quality Management Documents

In this section, identify the documents used to successfully undertake the Quality Management Process.

3.1 Quality Register

Describe the purpose of the Quality Register and provide a template for its completion.

3.2 Quality Review Form

Describe the purpose of the Quality Review Form and provide a template for its completion.