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Quality Management Plan

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V 1.0

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# Introduction

## Purpose of Quality Management Plan

The Project Quality Management Plan documents the necessary information required to effectively manage project quality from project planning to delivery. It defines a project’s quality policies, procedures, criteria for and areas of application, and roles, responsibilities and authorities.

# Project Quality Management Overview

## Organization, Roles and Responsibilities

|  |  |  |
| --- | --- | --- |
| **Name** | **Role** | **Quality Responsibility** |
| **Saad Hamdy** | Project Manager | Quality mentoring & coaching |
| **Muhammad Ashry** | Developer and Tester | Participating in Reviews |
| **Ahmed Medhat** | Developer and Tester | Participating in Reviews |
| **Aya Ahmed** | Developer and Tester | Participating in Reviews |
| **Nada Abdelrehem** | Developer and Tester | Participating in Reviews |

## Tools, Environment and Interfaces

|  |  |
| --- | --- |
| **Tool** | **Description** |
| **Review Excel Sheet** | As it used to describe the quality of the document being reviewed based on number of findings in each review done on the document |
| **GitHub** | Tool used to keep tracking of the changed files in the project |
| **Progress file** | Show the real progress of the team against the plan |
| **Cause and Effect Diagram**  **(Fishbone)** | Illustrate and help determine how various Factors relate to potential problems. |
| **Flowcharts** | Flowcharts show the logical steps in a process and how various elements within a system are related. They can be used to determine and analyze potential problems in quality planning and quality control. |
| **Check Sheets** | Check sheets are used to organize information in order to facilitate data gathering. Check sheets are particularly effective for doing inspections, enabling focus on the particular attributes that may be contributing to potential or identified quality problems. |
| **Pareto Diagrams** | A Pareto chart or diagram, is a specific type of histogram that is based on Pareto’s principle, which states that a large number of defects or problems are caused by a small number of causes. Pareto’s principle, frequently referred to as the 80/20 rule or 80/20 principle. Which means that eighty percent of the cost of defects are caused by twenty percent of the problems.  A Pareto diagram is an ordered bar graph showing the number of defects and their causes ranked by frequency. |
| **Histograms** | A histogram is a vertical bar graph that represents the frequency of each measured category (known as bins) of variable. In other words, the graph represents a rough frequency distribution of the data. The histogram is particularly useful for identifying common causes. The histogram can be ordered, similar to a Pareto chart, or unordered. |
| **Control Charts** | Control charts are used to determine if processes are in or out of statistical control. |
| **Benchmarking** | Benchmarking involves comparing the current project or activity to similar projects or activities. This process generates ideas for improvement and provides a standard to measure quality performance. |

# Project Quality Management

## Project Quality Management

#### Define Project Quality

* Our project Quality is to comply with the process required by the customer and minimize the findings of quality assurance as possible.
* Every delivery should be completed and reviewed before put on the final approval by the customer.
* Mostly Comply with CMMI for development.

#### Measure Project Quality

**Quality Factors:**

* The knowledge and experience of the project team
* The nature of activity being conducted
* The development environment/organization structure/methodology used.
* The customer satisfaction of the product.

**Quality Measurement tools:**

* Product Metrics
* Outcome Metrics
* Value Metrics
* Scope Metrics

## Quality Assurance

Provided by a third party auditors.

## Quality Control

* Using the previously mentioned in the document the quality measurements will be monitored by the project manager and the whole team, while also looking on the QA findings on the project outcome and process.

**Triggers:**

* High number of findings (the number determined by the third party partner).
* Poor quality of the outcome.
* Latency in the progress of the project.

**Actions:**

1. Using the diagrams produced by the quality tea we will discuss the root cause of the problem.
2. Whenever there’s a problem in quality the project manager call for an immediate meeting to discuss the poor quality and take actions based on discussion with team.

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