**Quality Management Plan**

**D7 Auto Service Center Web-App**

**D7 Auto Service Center**

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**Quality Management Plan**

# **1.1 Introduction**

The Quality Management Plan outlines the team's approach to ensuring that the D7 Auto Service Center Web-App project meets the necessary quality requirements and standards. This plan sets up the procedures, techniques, and tools that will be used to manage and control quality throughout the project lifecycle.

# **1.2 Quality Management Approach**

The Quality Management Plan for the D7 Auto Service Center Web-App project will utilize an Agile and Scrum methodology, this way, the project during its phases can be subject to change which will allow both the development team and the client to make changes as needed whenever there are certain adjustments that are needed in order to make the project tailor-fit to the requirements of the business. This method and approach will also allow the development team to carefully run through the deliverables needed and ensure that the deliveries being made are of quality and through the right practices of the chosen methodologies.

Table 1Roles and Responsibilities

|  |  |
| --- | --- |
| **Role** | **Description** |
| Project Manager | Establishes and supports the standards needed for the project deliverables so that it may supply satisfaction to stakeholders' needs. |
| Product Owner | Ensures that the project’s features, and other necessary components pass the success criteria of the project, while supporting communication to both the project teams and the project manager. |
| Development Team | Responsible for ensuring that deliverables are created and delivered on time, while these deliverables being made are of utmost quality and adhere to the success criteria and standards. |
| Documentation Team | In charge of keeping all paperwork and pertinent meetings well documented and recorded. This team will also handle weekly reports, status reports, and organize the minutes of the meetings. |
| Project Sponsor | The project sponsor will be part of the project’s decision making whether a feature implemented and to be deployed is thereby approved, declined, or needs changes. The project sponsor will also receive regular updates from the project manager as new features are being implemented to the project. |

# **1.3 Quality Requirements / Standards**

The D7 Auto Service Center Web-App project must adhere to the following quality requirements and standards:

* The web application should be designed to provide a user-friendly and intuitive experience, with consistent design and layout across all pages, to ensure ease of use and efficient navigation.
* The web application must adhere to industry standards and best practices for security, performance, and scalability to ensure a secure and reliable system.
* The web application must be designed to be responsive and accessible to all users, including those with disabilities, to ensure equal access to information and services.
* Thorough testing and validation should be conducted throughout the development lifecycle to ensure that the web application meets all client requirements and specifications and to find and address any defects or issues.
* The web application should be compatible with all major web browsers for desktop to ensure a consistent and seamless user experience.
* The design of the web application should incorporate a modular and flexible architecture that allows future updates, enhancements, and maintenance without disrupting the existing system functionality.
* The web application should follow relevant laws and regulations, such as data privacy laws, to ensure legal compliance and protect user data.

By adhering to these quality requirements and standards, the team can ensure that the D7 Auto Service Center Web-App project delivers a high-quality product that meets all customer expectations and requirements.

# **1.4 Quality Assurance**

The Quality Assurance process of the D7 Auto Service Center Web-App is also needed for the utmost quality of the deliverables, with the assurance that the standards from the selected methodologies are being met. This will be achieved by following through the success criteria, the satisfaction of the project's clients, and through the team's collaborative effort which will make the overall project complete and of quality.

Defining the Quality Standards: The project team will collaborate with the client to ensure that both the project and the documents, about quality, are well defined and of utmost adherence to the client's satisfaction.

Reports: Using the success criteria, the project team will be providing reports with regards to progress, and use of Open Project which will help display the project work packages’ statuses.

Continuity of Improvement until Deployment: To adhere to the Agile Scrum method, the project will be subject to changes as needed until deployment.

Compliance to Industry Standards: As part of the PBL or Project Based Learning, this project will undergo the process of industry standards wherein, it will go through the planning, system analysis and design, then development phase which ensures that all deliverables and documentations are well polished and organized.

Client Feedback: The client’s satisfaction with the project will be considered as this is pivotal to the project’s completion.

Quality Assurance of the project will be closely watched as it is a crucial part in making sure that the project was delivered in compliance to the standards and customer satisfaction while following through the methodologies used in completion of the project.

# **1.5 Quality Control**

To make sure that the project meets the required quality standards, the following quality control measures will be taken:

* Regular inspections and reviews of project deliverables will be conducted to show and address any quality issues that arise.
* Project changes will be closely checked to ensure that they are properly documented, tracked, and approved. Unauthorized changes will be found and promptly addressed to support the quality and integrity of the project.
* Client feedback will be collected and analyzed to find any areas where client expectations are not being met. Necessary changes and improvements will be made to the project to address these issues.

# **1.6 Quality Control Measurements**

To check and control project performance, a set of quality control measurements will be implemented throughout the project lifecycle. The following measurements will be used:

* Regularly, the team will review test results and validation reports to ensure that the D7 Auto Service Center Web-App meets all necessary requirements and specifications set by the client.
* Quality metrics will be proven to evaluate project performance, including measuring the number of bugs and the number of client issues reported. This data will be used to name areas for improvement and take necessary actions to ensure that project goals are met.
* Inspection and review results will be closely checked to find and address any quality issues that arise. The team will document any corrective actions taken to prevent the recurrence of the same issues in the future.
* The team will regularly review the changes to ensure that all project changes are appropriately documented, tracked, and approved. Unauthorized changes will be found and addressed promptly to support project quality and integrity.
* Client feedback will be regularly collected and analyzed to find any areas where client expectations are not being met. With the help of this feedback, the project will be changed and improved as needed to keep up with the needs and satisfaction of the client.

By following this Quality Management Plan, we can ensure that the D7 Auto Service Center Web-App project meets the necessary quality requirements and standards, and that quality is managed and controlled throughout the project lifecycle.