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## FLEEKY HUB

# QUALITY MANAGEMENT PLAN

### Version 1.0

### 22/2/2023

# Document Control

## Document Information

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|  | **Information** |
| Document Id | *1.0* |
| Document Owner | *FLEEKY CURTAINS* |
| Issue Date | *22/2/2023* |
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## Document History

|  |  |  |
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| **Version** | **Issue Date** | **Changes** |
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|  |  |  |

## Document Approvals

|  |  |  |  |
| --- | --- | --- | --- |
| **Role** | **Name©** | **Signature** | **Date** |
| Project Sponsor | Mitzi Garcia | No description available. | 26 February 2023 |
| Project Review Group | Bryan Fabellore |  |  |
| Project Manager© | Neil Garcia |  | 26 February 2023 |
| Quality Manager  *(if applicable)* | Pallas Fontiveros |  |  |
| Procurement Manager  *(if applicable)* | N/A | N/A | N/A |
| Communications Manager  *(if applicable)* | Neil Garcia |  | 26 February 2023 |
| Project Office Manager  *(if applicable)* | N/A | N/A | N/A |

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# QUALITY STANDARDS

Creating a website for curtains should adhere to the following international standards:

1. The international standard for online accessibility ISO/IEC 40500:2012 (WCAG 2.0) offers recommendations for improving the accessibility of web content for individuals with impairments. It includes aspects such as alternate text for pictures, keyboard navigation, and color contrast.
2. ISO/IEC 27001:2013: This is an international standard for information security management that provides best practices for managing and safeguarding sensitive information. It encompasses aspects such as data encryption, access restrictions, and risk management.
3. A universal standard for safeguarding credit card information is called PCI-DSS, or Payment Card Industry Data Security Standard. It covers recommended practices for storing, processing, and transferring credit card data securely.
4. GDPR: The General Data Protection Regulation (GDPR) is an EU regulation that controls how companies handle customer information. No matter where the company is based, if it handles the personal data of EU citizens, it must comply.
5. The international standard ISO 9001:2015 for quality management systems describes the best methods for guaranteeing consistent quality in goods and services. It includes topics including risk management, continuous improvement, and customer satisfaction.
6. The international standard ISO 14001:2015 for environmental management systems describes the best ways to control environmental consequences. It encompasses aspects such as waste management, energy efficiency, and pollution avoidance.

A website for curtains may guarantee that it is accessible, secure, and in compliance with pertinent laws and industry best practices by adhering to certain international standards. However, since the project will be published only at in-house and hosting will be done in future development, the standards are still considered as stated.

# QUALITY OBJECTIVES

|  |  |  |
| --- | --- | --- |
| Quality Objective | Metric | Measurement |
| User Experience | Average session duration | > 2 minutes |
|  | Bounce rate | < 40% |
|  | Conversion rate | > 3% |
| Performance | Page load time | < 3 seconds |
|  | Server response time | < 200ms |
| Security | SSL certificate validity | 100% |
|  | Number of security vulnerabilities | 0 |
| Accessibility | WCAG 2.0 compliance | 100% |
|  | Keyboard navigation | 100% |
|  | Manages orders real-time | 100% |
| Content | Grammar and spelling errors | 0 |
|  | Readability score | > 60 |
|  | Freshness of content | < 3 months old |

# QUALITY ROLES AND RESPONSIBILITIES

|  |  |
| --- | --- |
| Role | Responsibility |
| Project Manager | Ensuring that the website meets quality standards and objectives |
| Web Developer | Ensuring that the website is coded according to best practices and is free of bugs and errors |
| Web Designer | Ensuring that the website is visually appealing and user-friendly |
| Content Creator | Ensuring that the website has high-quality, relevant content that is optimized for search engines |
| Quality Assurance Tester | Testing the website to identify bugs, errors, and areas for improvement |
| Information Security Officer | Ensuring that the website is secure and complies with relevant data protection regulations |
| Analytics Specialist | Monitoring website metrics and analyzing data to identify areas for improvement |

# DELIVERABLEs AND PROCESSES SUBJECT TO QUALITY REVIEW

|  |  |
| --- | --- |
| Deliverable/Process | Quality Review Criteria |
| Design mockups | Consistency with branding guidelines and user-friendly design |
| Website code | Compliance with coding best practices and free of errors and bugs |
| Website content | High-quality, relevant, and optimized for search engines |
| Website functionality | User-friendly and fully functional across all devices and browsers |
| Accessibility compliance | Compliance with WCAG 2.1 guidelines for accessibility |
| Information security | Compliance with relevant data protection regulations and industry standards |
| SEO optimization | Compliance with search engine optimization best practices |
| Analytics tracking | Accurate tracking of website metrics and compliance with data privacy regulations |

# QUALITY CONTROL APPROACH

|  |  |  |  |
| --- | --- | --- | --- |
| Quality Control Approach | Milestones | Owner | Documentation |
| Requirements review | Prior to project kickoff, and ongoing as needed | Project Manager, Business Analyst | Updated requirements document |
| Code reviews | At key development milestones (e.g., after each sprint) | Lead Developer | Code review notes and updated codebase |
| Automated testing | After each code update | QA Tester | Automated testing reports |
| Manual testing | At key development milestones (e.g., after each sprint) | QA Tester | Manual testing reports |
| Accessibility testing | Prior to launch, and ongoing as needed | Accessibility Specialist | Accessibility testing reports |
| Security testing | Prior to launch, and ongoing as needed | Security Specialist | Security testing reports |
| Performance testing | Prior to launch, and ongoing as needed | Performance Engineer | Performance testing reports |
| Usability testing | Prior to launch, and ongoing as needed | UX Designer, Business Analyst | Usability testing reports |
| Analytics monitoring | Ongoing throughout the project | Business Analyst | Analytics reports and dashboards |
| Continuous improvement | Ongoing throughout the project | Project Manager, Lead Developer, Business Analyst | Continuous improvement plan and documentation |

# Appendices

Data Privacy Notice

We take data privacy seriously and are committed to protecting your personal information. This notice explains how we collect, use, and protect your data when you visit our website.

What data do we collect? We may collect personal information such as your name, email address, postal address, and phone number when you make a purchase or sign up for our newsletter. We may also collect non-personal information such as your IP address, browser type, and operating system.

How do we use your data? We may use your data to process your orders, provide customer support, send you marketing materials, and improve our website's functionality. We may also use your data to comply with legal requirements.

Who do we share your data with? We may share your data with third-party service providers such as payment processors and shipping companies. We will only share the minimum amount of data necessary to provide the requested service. We may also share your data if required by law.

How do we protect your data? We use appropriate technical and organizational measures to protect your data from unauthorized access, disclosure, and misuse. We limit access to your data to those who need it to provide the requested service.

Your rights You have the right to access, correct, and delete your personal information. You also have the right to object to the processing of your data and to withdraw your consent at any time. To exercise these rights, please contact us at fleekycurtains@gmail.com.

Changes to this notice We may update this notice from time to time. Any changes will be posted on our website with the updated effective date.