

# Quality Management Plan

## Customer Support System Transformation

**Organization:** Walmart

**Framework:** Traditional / Waterfall

**Project Sponsor:** VP, Customer Experience

**Project Manager:** Asvin Pradeep

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## 1. Purpose of the Quality Management Plan

The purpose of this document is to define the **quality standards, assurance activities, and control mechanisms** used to ensure that project deliverables meet agreed business, operational, and compliance expectations.

This plan focuses on **how quality is managed**, not on detailed test execution.

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## 2. Quality Objectives

The project quality objectives are to:

- Ensure all deliverables meet approved **requirements and acceptance criteria**
  - Prevent defects rather than react to them
  - Ensure consistency across customer support workflows
  - Enable reliable, stable, and compliant system operation at go-live
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## 3. Quality Standards & References

Quality will be measured against:

- Approved **Requirements Documentation**

- Acceptance Criteria
  - Service Level Agreements (SLAs)
  - Organizational data security and compliance standards
  - Vendor platform quality benchmarks
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## 4. Quality Roles & Responsibilities

Role	Quality Responsibility
Project Manager	Overall quality governance and reporting
IT Lead	Technical quality and integration stability
QA Lead	Testing coordination and defect management
Business Owner	User acceptance and functional validation
Vendor	Platform configuration quality

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## 5. Quality Assurance Approach (Preventive)

Quality assurance focuses on **process discipline**:

- Requirements reviews before design approval
- Design walkthroughs with technical and business stakeholders

- Configuration reviews before testing
- Change impact analysis before approvals

These activities help **prevent defects** from entering later phases.

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## 6. Quality Control Approach (Detective)

Quality control ensures deliverables meet expectations:

- User Acceptance Testing (UAT)
- Validation against acceptance criteria
- Defect tracking and resolution
- Go-live readiness checks

Only deliverables that meet quality thresholds are approved.

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## 7. Quality Metrics

Metric	Description
Defect density	Number of defects per deliverable
UAT pass rate	Percentage of test cases passed
SLA compliance	Adherence to defined service levels
Rework rate	Effort spent on fixing defects

Metrics are reviewed during status meetings.

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## 8. Quality Issue Management

- Quality issues are logged in the **Issue Log**
  - High-impact quality issues are escalated immediately
  - Root cause analysis is performed for recurring defects
  - Resolution is validated before closure
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## 9. Change & Quality Alignment

All approved changes must:

- Be assessed for quality impact
- Meet updated acceptance criteria
- Pass validation before deployment

This ensures changes do not compromise quality.

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## 10. Go-Live Quality Criteria

The system is approved for go-live only if:

- All critical defects are resolved
  - Acceptance criteria are met
  - Business owner signs off on UAT
  - Operational readiness is confirmed
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## 11. Continuous Improvement

Post-implementation:

- Quality metrics are reviewed
  - Lessons learned are documented
  - Improvement opportunities are captured for future phases
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## 12. Approval (Portfolio Simulation)

Role	Name	Signature	Date
Executive Sponsor	VP, Customer Experience		
Project Manager	Asvin Pradeep		

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### Status

**Quality Management Plan:** Approved (Simulated)