quality management plan

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# Planning Quality

## Quality Standard – Fsoft Norm

Quality standard of project is described based on Fsoft-Norm.

Refer file “Project Norm.xlxs”.

## Measure Project Quality

Important scope aspects of project that affects quality.

## Functionality

The functions of project:

* Allow user to login by using id and password.
* Provide the second verification using OTP message.
* Send OTP to email of user.

## System outputs

* 3 main screens of project are login, otp and main and they are display correctly.
* Error and warning message are clearly and be showed correctly to user.

## Performance

* Speed of sending OTP message base on network speed.
* Project will respond immediately with interaction from user. (within 0.5 seconds)

# Quality Assurance

## Training

Holding a meeting to training for team member about new technique, source code, framework will be used, convention,…

**Output**: Meeting report.

## Review

Documents, source codes, test case and everything are created have to be reviewed. Using self-review and team review:

Self-review: Each member when creates docs, codes, test cases will review their work based on a standard checklist.

**Output**: Self-review report.

Team review: After reviewing by self-review, they will be reviewed by team to have more perspectives and the result can be covered almost all case.

**Output**: Review report.

## Unit Test

Using Unit Test to test all methods and function were created.

Output: Test report, Test evidence.

## Integration Test

Using Integration Test to test the application after integrate every packets, module.

Output: Test report, Test evidence.

## Acceptance Test

Acceptance test will be performed by customer to verify all requirements of them are meet.

Output: Test report, Test evidence.

## Quality Audit

PM and team need to do the audit to identify lessons can learned to help improving quality of current or future project.

**Output**: Audit Report.

# Quality Control

## Cause-and-effect diagrams

*Cause-and-effect diagrams trace complaints about quality problems back to the responsible production operations.*

Cause and effect diagrams and 5W technique are used to find the roots cause of problem. Then provide an appropriate solution for the problem.

## Control Charts

*A**control chart is a graphic display of data that illustrates the results of a process over time.*

Using **Control Charts** to determine whether our process is in control or out of control.

## Flowcharts

Flowcharts are graphic displays of the logic and flow of processes that help you analyze how problems occur and how processes can be improved.

**Flowcharts** show activities, decision points, and the order of how information is processed.

## SVN

Use SVN to manage resources of project.