# Developing a Quality Management Strategy

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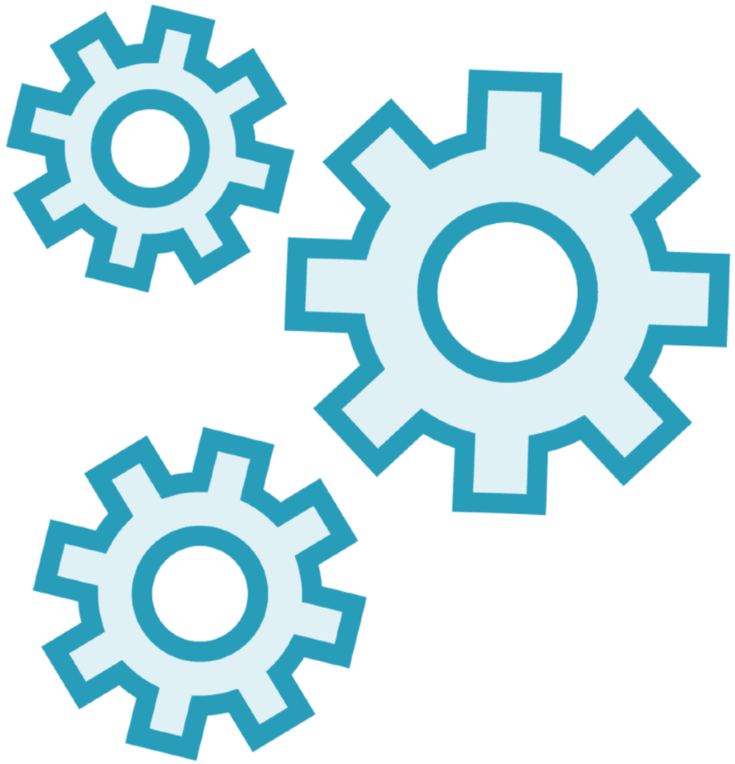
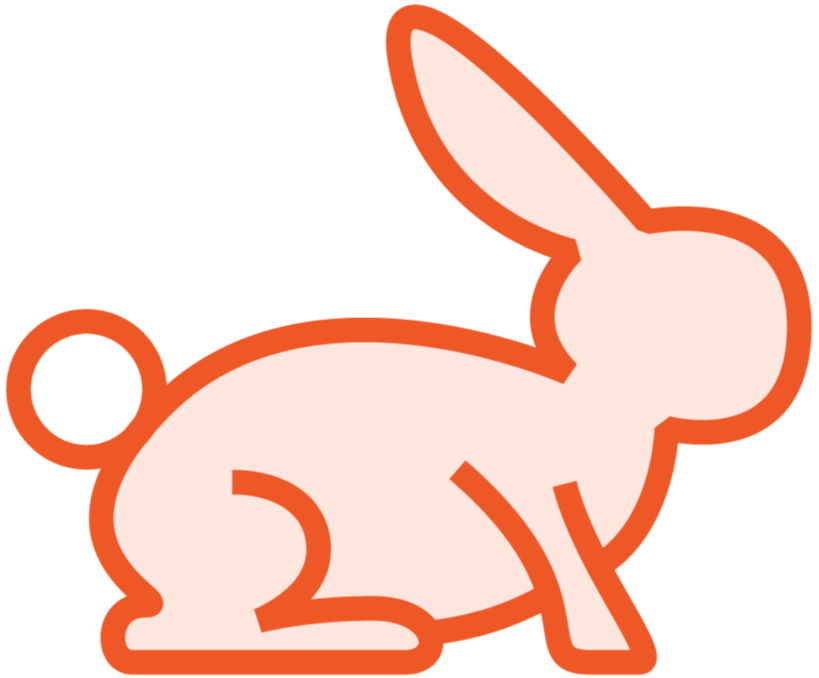


# Components of Quality Management Plans

# Quality Planning in Context

# Tailoring Quality Plans to Initiative Needs

# Agile Considerations in Quality Management



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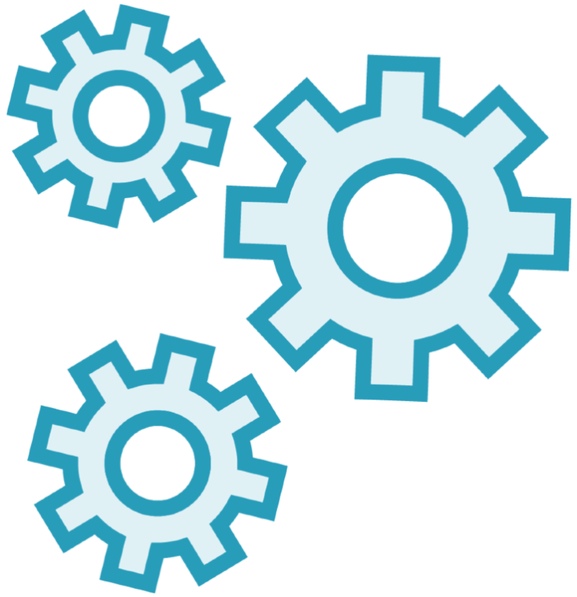


## Planning Quality Management

Involves defining quality-related requirements and describing how those standards will be met and verified

Serves as a compass for quality efforts throughout the project initiative

Planning should take place concurrently with other kinds of project planning

# Quality Management Plan

Quality Standards

Quality Objectives

Roles and Responsibilities

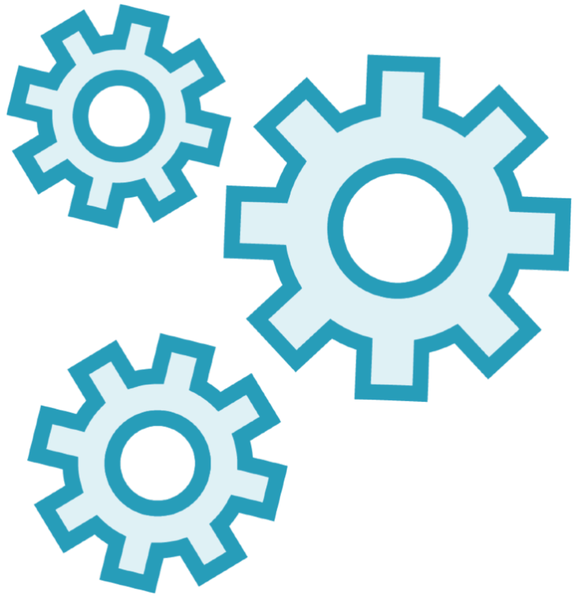
Review Processes

Quality Assurance Activities

Quality Control Activities

Quality Tools and Processes

Contingency and Corrective Procedures



## Planning Quality Management

Level of formality and detail should suit the project's needs and organization's desires

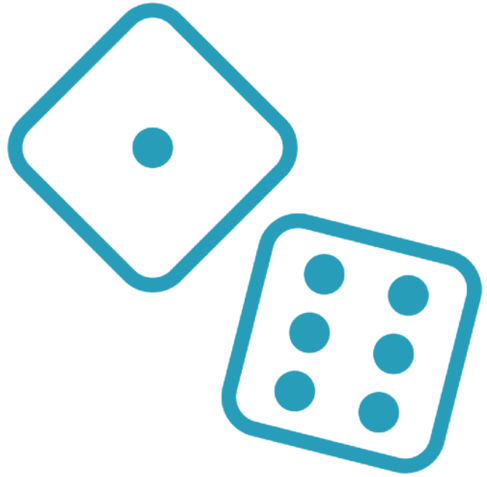
No single style or structure that best fits every initiative

Should be reviewed regularly to ensure adherence to useful guidelines and to verify quality plans remain adequate and relevant

# Quality Planning in Context

# Associated Project Plans

**Requirements Management Plan**



**Risk Management Plan**

**Stakeholder Engagement Plan**

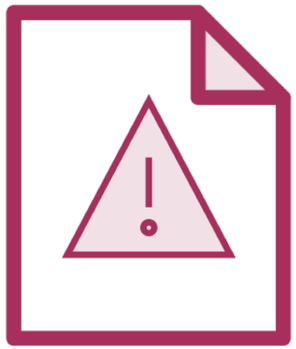
**Project Scope Baseline**

# Associated Project Documents

Assumptions Log

Defined Requirements

Requirements Traceability



Risk Register

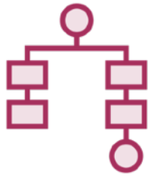
Stakeholder Register

# Navigating Environmental Factors

**What regulatory, industry, or organization regulations, rules, and standards might apply to our work or end results?**

**How might geographic distribution of work or our supply chain impact quality management?**

**Can we create operating conditions and working environments that help to promote our quality-related efforts?**



**How does our organizational structure and culture shape our quality management?**

**What marketplace conditions may influence our quality mindset?**

# Leveraging Organizational Assets

**Quality management policies, procedures, and guidelines**

**Quality-related tooling and templates**

**Historical data, organizational wisdom, and captured lessons learned**

# Tailoring Quality Plans to Initiative Needs

# Tailoring Quality Plans

## Auditing and Compliance

Quality plans should accommodate expected audit and compliance practices within the organization

Existing tools, templates, and knowledge may facilitate quality planning efforts

# Tailoring Quality Plans

## Industry Standards

Industry quality standards may be mandatory or desirable to meet

Customer requirements may also guide quality approach

Governmental and regulatory constraints must be considered

# Tailoring Quality Plans

## Continuous Improvement

Commitment to quality includes a commitment to continuous improvement

Quality of results and processes may both be subject to improvement efforts

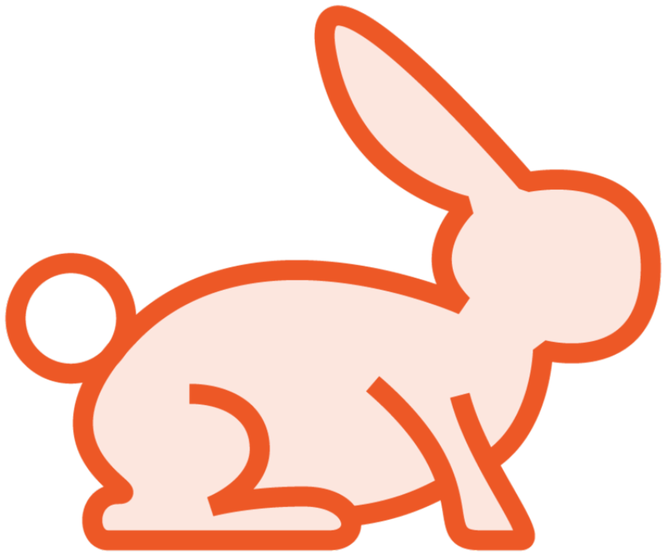
# Tailoring Quality Plans

## Stakeholder Engagement

Extent of stakeholder involvement during project work may dictate when, and how much, quality planning should be undertaken

Close collaboration with suppliers is often key to quality management

# Agile Considerations in Quality Management

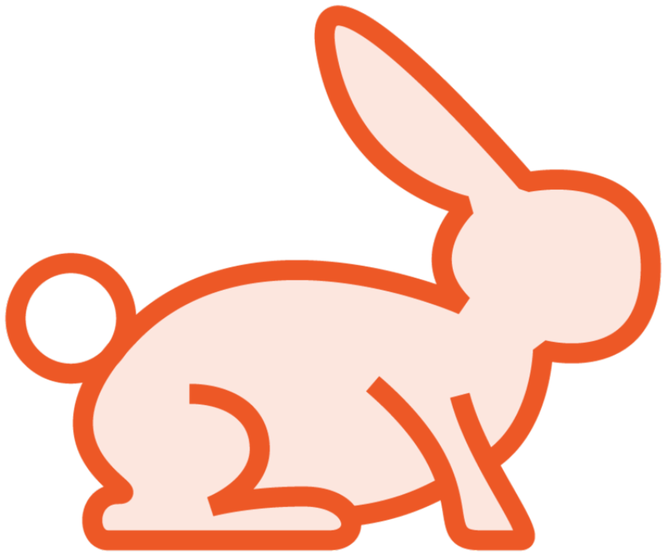


## Agile Considerations in Quality Management

Quality reviews should take place regularly throughout project work

Retrospectives at the end of each sprint provide an opportunity to ensure the effectiveness of quality-related efforts

Ensuring optimal value creation is facilitated by meeting quality criteria



# Agile Considerations in Quality Management

Agile focus on tight scope over short periods benefits a quality-first mindset

Focus on value delivery allows large quality challenges to be identified more quickly

Processes may be updated more rapidly and often, and quality analysis may yield improved results earlier in project work

# Takeaways

Quality management plans should be tailored to fit the needs and priorities of the organization and initiative

Approach taken regarding quality will impact a variety of other dimensions of the project

# Takeaways

Approach to quality should take into account…

- Auditing and compliance
- Industry standards
- Nature of stakeholder engagement
- Continuous improvement efforts

# Takeaways

Agile teams may leverage quality efforts into continuous improvement more rapidly than traditional teams

Staying true to Agile principles helps to ensure high-quality results

What's Next

# Continuous Improvement and Assessing Quality Challenges