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**Project Quality Management Plan Template**

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**Quality Management Plan**

**<Garage Apartment Construction>**

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# Quality Management Approach

This section describes the approach the organization will use for managing quality throughout the project’s life cycle. Quality must always be planned into a project in order to prevent unnecessary rework, waste, cost, and time. Quality should also be considered from both a product and process perspective. The organization may already have a standardized approach to quality, however, whether it is standard or not, the approach must be defined and communicated to all project stakeholders.

Deliverables and milestones shall be delivered from the Garage Apartment Project to a quality that can be expected from this project firm. To maintain high quality for this project is critical to the success of the business going forward, and must remain a high priority. To this end, a specific quality management approach is more than necessary to deliver satisfactory results.

Building regulations and standards for local carpentry work is to be accounted for when determining project scope. Greater so, however, is to be an emphasis on the Deliverable Quality of the construction going forward. This focus is imperative to maintain during all phases of project development until the final solution is presented.

The Garage Apartment will focus on a process quality for the entire lifetime of the project. This means that processes are clearly outlined with a goal, workflow, and lifeline all written beforehand to provide a coherent work structure. This ensures a quality product deliverable in all stages of the project.

Project Leaders shall be in close coordination with Quality Control groupings and Documentation specialists. This way should problems arise, they can be swiftly dealt with and recorded to mitigate the chances of cascading failure, and repeated offenses.

Metrics are important to the overall lifespan of the project; no matter what phase is currently in production. Quality Control analysts are to develop their own style of control testing while using specified metrics in order to understand what quality of work has been put forth.

Metrics to be tested can be described as follows (although more will be required):

-Value

-Cost

-Material Requirement

-Waste

-Structural Benefit

-Aesthetic value

-Property value enhancement

# Quality Requirements / Standards

This section should describe how the project team and/or quality group will identify and document the quality requirements and standards. Additionally, there should also be an explanation of how the project will demonstrate compliance with those identified quality standards. The quality standards and requirements should include both the product and processes.

***Product Quality:***

Product quality is paramount to physical success. This will determine the real value of the property going forward. Should the physical product quality faulter, the real-estate value will therefor plummet.

To prevent a faulter of quality, regular benchmarks will be ensured. Materials are to be recorded when used to ensure a stable foundation is built for the project. Furthermore, the construction team is to meet with the Quality Control Analyst regularly on bi-weekly meetings either in person or online depending on the severity of the meeting. In this meeting, they are to discuss construction complications and workarounds, as well as quality concerns in the current building process.

***Process Quality:***

Process Quality is equally important. This will ensure team coherency and overall efficacy. This in turn will allow more time to be allocated on ensuring small details be rectified to further drive product quality.

In order to gather process quality, the documentation specialist will work with the Quality Control Analyst to ensure processes are adequately communicated, documented, and acted upon. Standards are to be upkept when possible, and there shall be no tolerance for faulty processes. As milestones and deliverables complete, the processes documented shall be reviewed to ensure quality.

# Quality Assurance

This section should explain how you will define and document the process for auditing the quality requirements and results from quality control measurements in order to ensure that quality standards and operational definitions are used. This section should also document the actual quality assurance metrics used for this project.

Quality assurance relies on regular and reliable information. This information is to be used to refine our processes, heuristics, and methods to be used in the project as a whole. In this way, Quality Assurance defines our entire project lifecycle.

To further ensure the quality that can be expected through the development firm in charge of the Garage Apartment Project, iterative designs shall be implemented. These iterative designs are focused on taking issues that may have arisen in the past, and ensuring they do not appear again. This will further enhance the stability, vitality, and reliability of our project and the processes therewithin. Below, you can find a table detailing work packages and their associated quality controls:

|  |  |  |  |
| --- | --- | --- | --- |
| **Process Action** | **Acceptable Process Standards** | **Process Phase** | **Assessment Interval** |
| Project Plan | * Complete WBS * Budget is expanded upon * Risk Breakdown is elaborated | Planning | Once at the end of the Planning Phase |
| Garage Constructed | * Space for two Sedans * 23’-2” x 23’-4” in spacing | Construction | Weekly, or per structural implementation |
| Apartment Constructed | * 38’-0” x 24’ 0” in spacing * Seven rooms including storage * Accommodates Family Sleeping arrangements | Construction | Weekly, or per structural implementation |
| Outdoors Designed | * Walkway permits stairs and garage access * Entails seating * Includes pre-set design philosophies | Landscaping | Weekly, or per structural implementation |
| Apartment Furnished | * Includes seating for a single family * Includes accommodations for eating, sleeping, and leisure | Landscaping | Weekly, or per structural implementation |
| Formal Acceptance letter | * Includes input from key stakeholders * Elaborates on lessons learned * Includes information on setbacks and risks | Closeout | Once at the end of the Closeout phase. |

Project management shall work directly with the Quality Control Analyst to ensure the team is running up to the efficacy standards set in the workflow template. The Quality Control Analyst is responsible for additional meetings to communicate with the associated teams should any quality deficiencies be uncovered. The associated team members will then work to fix the issue, and an additional check meeting will be scheduled.

# Quality Control

This section describes how you will define and document the process for monitoring and recording the results of executing the quality activities to assess performance and recommend necessary changes. Quality control applies to the project’s product as opposed to its processes. It should include what the acceptable standards and/or performance are for the product and how these measurements will be conducted.

Quality Control is essential to this firm’s reputation, as well as the well-being of the associated stakeholders. Because of this, a Quality Control pass is a top priority in nearly every deliverable we make. Regulatory concerns regarding local developmental restrictions as well as common development trends to ensure quality are to be adhered to at all times. There are a few physical construction deliverables that are to be made throughout this project. The following is a table to specifically list them, as well as Quality control metrics.

|  |  |  |  |
| --- | --- | --- | --- |
| **Product** | **Physical/Performance Standards** | **Quality Assessment Activities** | **Assessment Intervals** |
| Two-Car Garage | -23’-2” x 23’-4” in spacing  - All on first floor. | Field testing using imperial units. | Per foundation construction, and significant supports. |
| Porch | -13’-9” x 23’-4” in spacing.  -All on first floor | Field testing using imperial units | Per foundation construction, and significant supports. |
| Second floor apartment | -38’-0” x 24’ 0” in spacing  -All on second floor | Field testing using imperial units. | Per foundation construction, and significant supports. |

Quality Control Analysts are expected to work directly with the Construction Specialist to develop a plan on how exactly to implement these designs, as well as what to do in the event of a Quality Control failure. Each performance check is expected to have the Project Manager, the associated team (construction or design), and the Quality Control Analyst. During these checks, another meeting may be scheduled to accommodate Control failures.

# Quality Control Measurements

This section should contain a sample or useable table/log to be used in taking quality measurements and comparing them against standards/requirements. These forms may be found in many different styles or formats. The most important aspect of this log is to provide documentation of the findings. If actual measurements do not meet the standards or requirements then some action must be taken. This may be done in regularly scheduled project status meetings or as necessary throughout the project lifecycle.

To upkeep our Quality Control benchmarks, and understand the associated teams’ aptitude to follow quality procedures, a recorded assurance log is to be implemented with each team to be made aware of this log at the start of their production cycles. This log is to measure processes, and keep track of quality control statistics in order to gauge the current quality of our product in the Garage Apartment case. This is to be detailed by the Documentation Specialist at each meeting and checkup regarding quality control, and is to have no more than a week in separation between logs in order to ensure consistent quality checks.

***Quality Assurance Log***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Trial # | Date | Process Measured | Required Value | Actual Measured | Acceptable? (Y/N) | Recommendation | Date Resolved |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |

***Quality Control Log***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Cable # | Date | Item Measured | Required Value | Actual Measured | Acceptable? (Y/N) | Recommendation | Date Resolved |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
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