# 9. Quality Management Plan

## Project Code: Healing- MSA

## Project Overview:

Give the Project name, the customer name, the business need, the overall description of the project, broad scope to be accomplished.

## Deliverable Description (Testing Perspective):

Project deliverables, phase-end deliverables, milestones

## Customer expectation of quality:

Customer’s definition of quality – Zero defects / Fitness for use / Adherence to standards…….

## Acceptance Criteria:

Criteria to be used during acceptance testing. List the relevant standards for the project.

Define How (technique, infrastructure, process), who, when, where (location), type (automatic, manual, semi-automatic) what of acceptance testing.

## Quality Assurance and control activities:

Test and acceptance processes. Quality Work Milestone checklist, Quality audit process, Process analysis(problems, constraints, non-value-added activities), Root cause analysis process.

## Project Monitoring and control:

How to control information will be collected and how it will be used to control processes and deliverables. The audit process, audit schedule. How variances will be reported (format, timing) and acted upon

## Metrics

* Utilization
* Defect Density
* Productivity
* Safety Incident
* Security Incidents
* Issue Reported
* Escalations

## Metrics, Checklists, and Process Improvement Plan:

## Project Team Quality Responsibilities:

A mapping of stakeholder and quality activities