Ulric Aird & Trevon Friday

Capstone Project

**Quality Management Assessment**

1. **Quality Criteria**

* Quality Standards – identify specific and measurable standards for accuracy, completeness, usability, and performance.
* Acceptance Criteria Establishment – to develop clear criteria for deliverable acceptance, including passing functional and non-functional testing, stakeholder approval, and adherence to design and performance standards.

1. **Quality Management Plan**

* Quality Assurance – outline activities such as regular product demo, testing process, peer evaluation and compliance with design and content guidelines to ensure consistent quality.
* Quality Control – we planned to use inspections, detailed checklists and tools for performance and accessibility audits to monitor and measure quality. We also need to conduct security testing to address vulnerabilities.
* Continuous Improvement – we will gather feedback from surveys, document the lessons learned from our mistakes and update our QA/QC processes.

1. **Quality Monitoring**

* Tracking Quality Metrics – we are going to monitor key metrics such as defects per demo, defect resolution time, uptime percentage (99%), page load time (should be under 2 seconds), and a user satisfaction score (more than 85%).
* Regular Quality Reviews – we will schedule bi-weekly reviews to evaluate deliverables against defined standards, and document outcomes and action items to maintain transparency and accountability.

1. **Final Quality Review**

* Pre-Delivery Checks and Final Testing – we will conduct end-to-end testing to ensure all functionalities, content and features meet quality standards and acceptance criteria. We will also perform peer reviews to address any inconsistencies.
* Stakeholders Sign-Off – we will secure formal approval from stakeholders after addressing feedback and review outcomes.
* Document Quality Processes – we ought to maintain detailed records of activities which includes checklists, defect logs, resolutions, and stakeholder feedback. We will use this documentation to refine processes for future projects.