Quality Management Plan

For OMMCOM NEWS

Version 1.0

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# Introduction

This document discusses the development, quality assurance processes, quality objectives and goals of the OMMCOM NEWS team. This document is intended for use by members of the team and will lay down the procedures to be followed for all Quality Management activities. The Plan lays down the quality standards that the Project team will conform to and the metrics to be collected.

## Definition and Acronyms

|  |  |  |
| --- | --- | --- |
| SL# | Acronym | Description |
| 1 | OSS | On site support |
| 2 | RM | Risk Management |
| 3 | QM | Quality Management |
| 4 | QA | Quality Analyst |
| 5 | QMP | Quality Management Plan |
| 6 | PM | Project Manager |
| 7 | SA | System Admin |
| 8 | SRS | System Requirement Specification |

## References used while preparing this document

* Contract
* Capability baseline
* Metrics Process and Guidelines
* Defect gathering guidelines
* Metrics reports

## Assumptions and Dependencies

|  |  |  |  |
| --- | --- | --- | --- |
| SL# | Assumption | Dependency | Remark |
| 1 | Application speed | Internet, Server’s RAM and Processor |  |
| 2 | Smoothness of video streaming | Mic, Camera, high internet speed |  |

# Goals for Metrics

| Sr. No | Metric | Goal | | Basis for setting the goal | Organization Goals | Strategy for Achieving Goal |
| --- | --- | --- | --- | --- | --- | --- |
| UCL | LCL |
| 1 | Cost of quality |  |  | Quality of delivery, video, streaming, web pages, documents | To deliver in proper formats and in time | Collect Daily status report of each and to be verified to ensure quality is maintained well |
| 2 | Overall Equipment Effectiveness |  |  | Qualitative investment of invested euipemtns to achive the requirement | Quality hardwares, server accessories to be delivered | Select right vendor and purchase quality accessories |

# Measures and their Granularity and mapping with the tool

## Common Measures

###### Defects

The attributes of Defect are given below. This needs to be captured for all lifecycle stages

* Severity
* Priority
* Type of Defect
* Description

|  |  |
| --- | --- |
| Attribute | Best identified by |
| Severity | Reviewer, tester |
| Priority | Team lead, Project Manager |
| Type of Defect | Reviewer, tester |
| Description | Reviewer, tester |

###### Reviews

The attributes of reviews are given below

* Review Type –Group
* Preparation effort
* Review effort
* Size of the work product
* Number of defects found

###### Effort

The attributes of Effort are given in the following table with a Stage Vs Activity table.

| Stage | Task | Review | Rework | Requirement changes |
| --- | --- | --- | --- | --- |
| Analysis | 7 MD | 1 MD | 4 MD | - |
| Design | 3 MD | 1 MD | 2 MD |  |
| Coding | 29 MD | 3 MD | 3 MD |  |
| Testing | 10 MD | NA | NA |  |
| Acceptance Testing | 3 MD | NA | NA |  |
| Plan – Project Mgmt | 4 MD | 1 MD | 1 MD |  |
| Configuration Mgmt | 3 MD | 1 MD | 1 MD |  |

###### Size

LOC

No of Screens

Requirements count (initial and final)

## Measures and Mapping with their tool

| Sr. No | Measure | Unit | Typical Attributes of Measures | Tool used | Field in the tool used for capturing the data | Remarks |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | NA | NA | NA | NA | NA | NA |

# Analysis Strategy

## Method of Data Validation

| Sr. No | Measure | Frequency at which data validation will be done | Responsible person |
| --- | --- | --- | --- |
| 1 | Effort | One Time | PM |
| 2 | Defects | Monthly | PM |
| 3 | Size | Monthly | PM |
| 4 | Schedule | One time | PM |

## Method of Analysis and Reporting

| Sr. No | Report | Frequency at which analysis and reporting will be done | Responsible person |
| --- | --- | --- | --- |
| 1 | Client status reporting | Monthly | PM |
| 2 | Project status Reporting | Monthly | PM |
| 3 | Senior Management Review Meeting | Fortnightly | PM |
| 4 | Metrics report for Capability baseline | At the end of release | PM |

## Course of Correction

The project needs to take action when the process monitoring shows a projected performance which is not acceptable.

Corrective actions, when identified, would be documented and tracked to completion. The corrective action can be of two types: action on the process or Action on the Goals.

# Verification and Validation

| Sr.  No | Deliverables  /Documents | Verification/Validation | Planned Date | Method | Responsibility | Remarks |
| --- | --- | --- | --- | --- | --- | --- |
|  | SRS /Detailed Design Document /Code | Review | Will be planned using MS-Project | Peer review | PM/ Tech Lead | The detailed planning & tracking will be done using MS Project |
|  | Tested Code | Testing | Will be planned using MS-Project | UT/IT/ST | Developer/TL/Tester | The detailed planning & tracking will be done using MS Project |

# SQA Activities

//feedback needed

# Causal Analysis and resolution Plan

* **Defect detection and logging process**

=> Daily status reporting

=> Through PMIS (Project Management Information System)

* **Responsibility for the defect collation process and participants of the causal analysis meeting**

=> System (hardware, network relevent issues): Chintamni Meher

=> Code level : Subrat rout

=> Mobile App level : Suhasini reddy

* **Techniques being used for defect analysis**

=> QA reports

=> Gathering info from client side visits and observations

=> From PMIS