# Quality Management Plan

**Prepared by: Sai Rohith Gorla Date: 05/28/2020**

**Project Name: Online Grocery Website**

**Introduction:**

The quality administration depicts a lot of arranged activities to guarantee that the item and administrations agree to indicate prerequisites. It includes checking the last nature of the item and administrations to stay away from absconds. Undertaking the board procedures ought to be properly followed Procedures of value the board

• Planning quality management is done during planning process

• Performing quality assurance is done during execution process

• Performing quality control is done as a part of monitoring and control

**Quality Standards**

Quality measures are characterized as reports that give necessities, details, rules, or attributes that can be utilized reliably to guarantee that materials, items, procedures, and administrations are fit for their motivation.

Standards give associations the common vision, getting, strategies, and jargon expected to meet the desires for their partners. Since norms present exact portrayals and phrasing, they offer a target and legitimate reason for associations and shoppers around the globe to convey and lead business.

The following are the standards that to maintained:

1. Must maintain Risk Management standards.

2. Information security and records management should be maintained.

**International Organization for Standardization (ISO)**

* “Totality of characteristics of an entity that bear on its ability to satisfy stated or implied needs” (ISO8042:1994)
* “The degree to which a set of inherent characteristics fulfils requirements” (ISO9000:2000)
* ISO 9001:2015 is the most recognized and implemented quality management system standard in the world.

**Metrics**

Attributes like size, unpredictability, structure highlights, execution, and quality level are utilized to improve the advancement upkeep exercises of the product. Metric is a standard of estimation of the quality.

All the deformities during Unit Testing, Integration testing and System Testing must be recorded. An assistance level understanding (SLA) characterizes the degree of administration expected by a client from a provider.

Below Points are needed to be captured as a part of metrics

* The amount of time the service is available for use.
* Counts or percentages of errors in major deliverables or during testing.
* Technical quality such as, measurement of technical quality by commercial analysis tools that examine factors such as program size and coding defects.

1. **Unit Testing:** A Unit is a smallest testable portion of application. This kind of testing helps to test each module separately.
2. **Integration Testing:** It means combining different modules occurs between unit and system testing and checks the data flow.
3. **System Testing**: It is the final test to verify the system meets all the specification.
4. **Acceptance Testing**: It is basically done by the end user. However, other stockholders can be involved in this process.

**We use below metrics to measure quality:**

* Requirements Coverage = 100 %
* Lines coverage Percentage = 80 %
* Methods coverage Percentage = 75%
* Conditional Covergae Percentage = 75%
* Executed test cases percentage = 100%
* Acceptance defects= 0 High defects, 2 Medium defects, 5 low defects

**Problem Reporting and Corrective Action Process:**

**What to Do :**

* Assign the actual resources for the project by identifying the quality control and quality assurance roles and responsibilities
* To support quality for the project, identify any quality related tools are required.
* Define the quality control and quality assurance problem reporting plan and quality assurance problem.

**How to do it:**

* The actual resources were assigned in the staffing plan management and quality roles and responsibilities were identified in the project charter.
* Identify the tools and purpose of which you will be using them.

Example: Version control tool

* A plan to be describe to document, categorize and track to closure items reported through the quality assurance activities and quality control.

**Supplier Quality and Control:**

Quality control monitors project deliverables to verify that the deliverables are of acceptable quality and the customer is satisfied.

* The application performance should be high.
* It must have user friendly interface.
* The application must have no or less buffering time.
* Technical support availability and support in developing and optimizing processes
* Basic tools that help in performing quality control.

For example: Cause-and-effect diagrams, Control chart, Check sheet, Scatter diagram, Histogram etc.