Quality Management Plan

Project Enlightenment

Prepared By: Özge İnan

Date: December 26, 2010

Version No: v1.0

Definition

The following are definitions of terms, abbreviations and acronyms used in this document.

Term	Definition
QMP	Quality Management Plan

Table Of Contents

1. Quality Management Approach

The purpose for managing quality is to validate that the project deliverables are completed with an acceptable level of quality. Quality management assures the quality of the project deliverables and the quality of the processes used to manage and create the deliverables.

QMP identifies these key components:

Objects of quality review	Quality Measure	Quality Evaluation Methods
Project Deliverables	Deliverable Quality Standards Completeness and Correctness Criteria	Quality Control Activities
Project Processes	Process Quality Standards Stakeholder Expectations	Quality Assurance Activities

Main components of the quality management plan are described at the following table.

Project Deliverables and Processes	The key project deliverables and processes subject to quality review.
Deliverable Quality Standards **and** **Completeness and Correctness Criteria**	The quality standards that are the "measures" used to determine a successful outcome for a deliverable. The completeness and correctness criteria describe when each deliverable is complete and correct as defined by the customer. Deliverables are evaluated against these criteria.
Process Quality Standards **and** **Stakeholder Expectations**	The quality standards that are the "measures" used to determine if project work processes are being followed. Stakeholder expectations describe when a project process is effective as defined by the project stakeholders. An example is the expectation to be regularly informed monthly of project status.
Quality Control Activities	The quality control activities that verify that the project deliverables meet defined quality standards.
Quality Assurance Activities	The quality assurance activities that verify that the processes used to manage and create the deliverables are followed and are effective.

2. Quality Management Objectives

First quality objective of the project is that deliverables should meet the requirements of stakeholders and the project team of Project Enlightenment.

Also, project practices should conform to recommended project management standards. Moreover, deliverables should align with industry best practices for project management. Deliverables is supposed to be easy to use.

3. Project Quality Control

Whether the quality of a project is acceptable depends on the deliverables of the project. . Quality control monitors project deliverables to verify that the deliverables are of sufficient quality.

At the table below, the first column identifies the deliverables that will be tested for acceptable quality level. The second column is the quality standards and the correctness and completeness criteria established for the project deliverable. The third one describes the quality control activities to display the quality of the deliverables. The last column shows the time frequency of the related project deliverable.

Project Deliverable	Deliverable Quality Standards/ Completeness and Correctness Criteria	Quality Control Activity	Frequency/Interval
Framework	Conforms to expert commentary regarding clarity and conciseness	Review Team review	Monthly
Framework	Aligned with industry best practices	Review Team review	Monthly
Project Management Advisor (PMA)	Meets ease of use criteria	Review Team review per criteria	Monthly
Project Management Workshop	Accurate communication of framework	Core Team review	Biweekly during workshop development

4. Project Quality Assurance

Quality assurance is the process of verifying or determining whether products or services meet or exceed customer expectations.

The following table identifies:

- The project processes subject to quality assurance.
- The quality standards and stakeholder expectations for that process.
- The quality assurance activity – such as a quality audit or reviews - that will be executed to monitor that project processes are properly followed.
- How often or when the quality assurance activity will be performed.

Project Process	Process Quality Standards/ Stakeholder Expectations	Quality Assurance Activity	Frequency/Interval
Develop/refine project requirement	100% compliance with framework	Audit requirement updates by phase	Once per project phase
Develop/refine project plan	100% compliance with framework	Audit plan content and updates, project priorities	Once per project phase
Execute and control project per project plan	95% compliance with framework	Audit the following project activities: ✓ Quality ✓ Communications ✓ Project progress	Biweekly Monthly Monthly
Approve each project stage	100% compliance with framework	Audit stage checkpoints	Once per project phase/stage
Close project with post project review	100% compliance with framework	Audit project reviews by phase	Once per project phase

5. Quality Team Roles & Responsibilities

The following table describes the quality-related responsibilities of the project team and lists specific quality responsibilities.

Project Team Role	Assigned Resource	Quality Control and Quality Assurance Responsibilities
Executive Sponsor .	Michal Young	Approve each project stage per framework checkpoints
Project Sponsor	Kapil Vaswani	Assess practice of project management framework activities
Project Manager	Eray Saltik	Assure practice of quality control measures and communications in project plan Assure framework and PMA reviews by Core Team, Review Team, usability testers. Communicate prioritized changes per Review Team review Assure deliverables meet the project requirements
Core Team Member	Eray Saltik, Özge İnan, Ferhat Elmas, Emmar Kardeşlik, Osman Sokuoğlu	Prioritize changes per Review Team review Assure workshop accurately delivers framework

6. Quality Tools

The table below identifies the tools to be used to support quality management implementation and the purpose or use of the tool.

Tool Name	Tool Purpose/Use
Project Management Advisor	Document the project management framework stages and activities to be applied to this project
Project Management Framework Templates	Document the project management deliverables to be produced by this project