# **Accountability**

# **\*submit as a separate form\***

# **Name (time spent in minutes)**

# **Jasmine Savwoir (~20)**

# **Edward Sims (~40)**

# **Rodolfo Magasrevy (~50)**

# **Brian Batinchok (~20)**

# **LBMA 8**

### **The Quality Management Plan**

**Lake Baldwin Music Academy - Assignment 8**

In this assignment, you and your team will develop a quality management plan to support your project with Lake Baldwin Music Academy.

Please provide a professional-looking document that includes the following:

**1.**

**Project name: LBMA Streamlining**

**Project team name: BREJ Sound, Inc.**

**Names of the project team members:**

* **Edward Sims**
* **Rodolfo Magasrevy**
* **Jasmine Savwoir**
* **Brian Batinchok**

**2. A brief project description.**

BREJ Sound, Inc. is involved with instrument repair of the Lake Baldwin area. As part of the repair process, an inventory of instruments is maintained for record-keeping purposes. BREJ Sound, Inc. wants to streamline this process to lower operating costs, increase its service efficiency, and create higher customer satisfaction by reducing transaction times. BREJ Sound, Inc. wants to incorporate a server to process new orders and log repairs. In addition, BREJ Sound Inc, also wants to add three workstations with server access to document repairs being done.

**3. The project’s MOV**. (This should be revised or refined if appropriate).

* Desired Area of Impact (Rank these: Strategic, Customer, Financial, Operational, Social)

1. Operational
2. Customer
3. Financial
4. Strategic
5. Social

* Desired Value: Better, Faster, or Cheaper?

BREJ Sound Inc. wants to both lower the cost of instrument repair in the Lake Baldwin area and also make the process of repair much faster so customers can get back to playing music as soon as possible.

* Appropriate Metric: Expectation for shareholders on a completed project

By the completion of this project, shareholders should expect a 15% to 25% decrease in the overall cost of instrument repair and also for the time of a completed repair service to be decreased from a week or more to no more than 5 days.

* Timeframe: When will the target metric be achieved?

We should be able to achieve our target metric within the next 2 months.

* Summarize the MOV

This project will be successful if we achieve our operational goals of lowering costs by 15% to 25%, making repair more efficient by reducing the time service is completed to no more than 5 days, and if we achieve our target metric within the next 2 months.

**4. An IT Quality Management Plan:**

The plan should include:

* + A short statement that reflects your team’s philosophy or objective for ensuring that you deliver a quality system to your client. (Brian)

BREJ Sound, Inc. is dedicated to providing our clients with highly efficient tech service. We recruit talented members for our team that can produce detail-oriented results up to the levels of service we expect our clients to receive. Our department is available day and night to assist with any issues that our clients may face and will receive a prompt response from a trained tech professional. BREJ Sound, Inc. believes in quality support and our team is ready to assist with planning, integration, and support the systems that we develop.

**5. Minimum Matrix:**

* + Include the examples of quality based metrics found in **Table 10.3** (below), and then develop 2 process metrics, 2 product metrics, and 2 project metrics that can be use to monitor the quality of your project. (Edward)

Process Metrics: Defect resolution rate (rate of fixing defects over a period of time), Defect fix success rate (attempted fixes before actually fixing defect, shows efficiency of the fix as well as time usage)

Product Metrics: Defect age (how long the defect has been recognized and not fixed), Defect percentage (% of units reported as defective of overall output)

Project Metrics: Under allocated resources (resources being under utilized), Employee unplanned absentee rate (number of unexcused missed days, shows dependability)

**6. Verification Activities:**

* + Develop and describe a set of verification activities that your project team could implement in order to ensure quality. (Jasmine)
  + **Scope Change Process Plan: -- (Rodolfo)**
* Identifying a scope change request:
  + Requires approval by appropriate stakeholders.
  + Requires Scope Change Request Form submission
* Cataloging a scope change request:
  + File Scope Change Request Form in database
* Managing a scope change request
  + Project managers must carefully weigh the costs and benefits of scope changes.
  + Ensure that project scope changes include associated cost and schedule changes.
  + It is crucial for the project manager to lead the team in its focus on achieving approved scope goals and not getting sidetracked into doing additional work.
* Responding to a scope change request:
  + If scope changes occur on the project, the duration estimates should be updated to reflect those changes.
  + It is also helpful to review similar projects and seek the advice of experts in estimating activity durations.
  + Scope changes often influence the team’s ability to meet project time and cost goals, so they must be recalculated.

**Scope Change Request Form**

|  |  |  |  |
| --- | --- | --- | --- |
| Project Name | Project Ref. No. | Prepared By | Date Prepared |
| **LBMA Streamlining** |  | **BREJ Sound, Inc.** | 11-6-15 |
| Customer | Business Unit / Dept. | Contact | Project Type (STD / ADV) |
|  |  |  |  |

|  |  |  |
| --- | --- | --- |
| **Person(s) Requesting Change:** | | |
| **Change Number:** | | |
| **Detailed Description of Scope Change Requested:** | | |
| **Reason for Scope Change Requested:** | | |
|  | | |
| **Effect on Project Cost:** | | |
| **□ Projected Cost *Overrun* of approximately**       **%** | | |
| **□ Estimated Cost *Reduction* of approximately**       **%** | | |
|  | | |
| **Effect on Schedule:** | | |
| **□ Planned Project Completion Date:** | | |
| **□ New Project Completion Date:** | | |
| **Additional Remarks:** | | |
| **Approval** | **Project Manager** | **Date** |
| **Approval** | **(Other)** | **Date** |

**7. IT Quality Mgmt Plan - provide validation activities**

Product design qualification (product testing and standard comparison)

* + Develop and describe a set of validation activities that your project team could implement in order to ensure quality. (Rodolfo)
    - **BREJ Sound’s output of repaired instruments will be stringently tested by our Quality assurance professionals in order to ensure the BREJ standard of repair.**
      * **Repairs will be compared to images of previous repairs from DB records to ensure consistency.**