**Quality Management Plan**

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**Project Name:** FCUS Mobile Banking

**Introduction:**

Quality control defines a series of coordinated activities to ensure customer-specific expectations are fulfilled for the goods and services. To avoid defects, it involves checking the final quality of the products and services.

**Quality Standards:**

The respective standards, methodologies for the following items should be maintained:

* The risk control requirements defined must be preserved.
* Appropriate criteria should be observed for mobile application deploying, protection of content, safety and so on.

**Metrics:**

We use the following metrics to measure the quality:

* High level malfunctions are caused by planning errors. This should be taken care of by project manager.
* Intermediate stage faults are close to bugs. These are the mistakes that arise when we integrate various pieces into one project. Then we can do ample research.
* Low Level Defects are software-related hardware defects and can be removed by providing the software required.
* Unit Percentage of test cases = (Number of tests passed / Cumulative tests performed)\*100
* Compatibility The proportion of test cases = (Number of exams obtained / Maximum experiments carried out)\*100
* Number of bugs per test = Total number of faults/ Total number of tests
* Set defect percentage = (Current defects / Total recorded defects) \* 100
* Test Quality Output = Amount of Tests / Overall time
* Error Locate Average = Total number of faults / Total test hours.
* Availability criteria = (Number of specifications protected / Maximum requirements)\*100
* Percentage of test cases conducted = (Number of test runs / Total number of test runs required)\*100
* Acceptance defects = 0 High defects, 2 Medium defects, 4 Low defects = defects accepted by team / Total defects reported as valid

**Problem Reporting and Corrective Action Process**

* Identify project roles and responsibilities for quality control and quality assurance, and allocate actual resources.
* Identify any qualitative tools used to promote quality.
* Defines the reporting plan for the quality control and quality assurance issues.
* All the concerns must be monitored and updates on the state of the problem must be given to relevant stakeholders and the project team.

**Supplier Quality and Control**

* The requirements will decide if they are appropriate and fit for purpose.
* The mobile should not hang up while the application is running.
* The user interface is user friendly.
* The application performance should be high.
* The submission shall have no buffering period or less.