ISYS 630 Project Management

Pie Pub Restaurant

Project Quality Management

Group 3

Team members

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Project Quality Management

Quality Assessment

Quality assessment of a project involves identifying, preventing and controlling the risks, producing quality deliverables and adhering to time and budget. Assessment of the quality of the project is based on the following metrics:

i. Completeness
ii. Complexity
iii. Integrity
iv. Timeliness
v. Validity
vi. Consistency

1. Quality Planning

Quality assessment is initiated either as a phase of the project or it can be initiated by one or more stakeholders by raising a request for it. A plan is drafted to understand how the assessment will be done. Interviews, audits and inspections will be conducted to assess conformance to procedures, adherence to quality standards and ascertain a quality criteria scale is met in different subjects. An official assessment report is filed to discuss the quality standards existing and if/any corrective actions that need to be taken. There can be a list of recommended actions can be taken based on the assessment made. Corrective action can be filed as Corrective Action Required (CAR) form and includes the problem description, cause analysis of the problem, and responsible people for the problem solution.

2. Quality Assurance

Quality assurance is a process based approach which primarily tries to avoid defects in the planning process. This means a significant reduction in rework to a major extent and also costly. Quality assurance is a proactive process. It begins very early on in the project to understand the stated risks and explore the white-space risks and expectations. Based on the list of things the above assessment results in, a plan is formulated to address them all.

3. Quality Control

Quality control is a product based approach which is concerned with the operational activities and processes that are used to fulfill the requirements of quality. Quality control is a process that starts once the project has begun. It is a reactive process and identifies the defects in the actual deliverables. The process includes the activities which ensure delivery of a high quality product. These activities concentrate on spotting defects in the actual product that is the outcome of the process.

Assumptions and constraints log

S.No.	Category	Assumption/Constraint	Responsible Party	Action
1.	Project Initiation – Stakeholders Identification	Assumption All key stakeholders are identified correctly. Constraint Stakeholders should be identified and classified according to priority before Project Charter can be signed.	Project Manager	Take into account previous project experience, brainstorm with clients to identify any more key player.
2.	Project Planning - Requirements Gathering	Assumptions All requirements are collected from the stakeholders and within the requirement gathering phase. Constraint The requirements tend to change as the stakeholders get a better perspective of the project.	Project Manager/ Project Team	Requirement changes need to be recorded and documented. Every change request or enhancement needs to be signed off by stakeholders
3.	Project Planning – Scope	Assumption Scope is discussed and boundaries are well-defined with constraints and assumptions. Constraint Scope creep may occur with enhancements and requirement changes.	Project Manager	Any scope creep or enhancements need to have stakeholder approval and needs to be evaluated in detail.
4.	Project Planning – Budget	Assumption Budget assessed and allocated will be enough for the entire project Constraint Budget should not restrict the quality or timely delivery of the project.	Project Manager	Resources are kept in reserve for contingencies.
5.	Project Planning – Risk Assessment	Assumption- Identify potential risks and make contingency plans even for white space risks	Project Manager/ Project Team	Keep a wary eye-out for unanticipated risks

		Constraint Despite contingency plans, unintended risks can still occur.		
6.	Project Planning – Procurement	Assumption Procurement of hardware, software and other requirements. Constraint All procurements should be done on time before development on the product starts or execution of the project.	Project Manager/ Project Team	Trusted vendor contact and backup contacts for procurements on time
7.	Project Execution – Acquire Project Team	Assumption Acquire a full team with shadow resources Constraint Availability of team members when required	Project Team	Have dedicated team members and have shadow resources. Do not loan resources to other projects
8.	Project Execution – Acquire Project Team	Assumption The team has diverse and required skill set for the project Constraint Diversity may not add to the requirements of the team. Exposure to technology may be limited.	Project Team	The team can undergo preliminary training for the projects, have brainstorming sessions and knowledge sharing sessions.
9.	Project Execution – Testing	Assumption Prepare inclusive and exclusive test cases with detailed cases for each category Constraint Testing must occur on time and not exclude cases due to time limitations	Project Manager/ Project Team/ Stakeholders	Monitor requirement changes and align test cases to have unit, integration and quality testing.
10.	Project Execution – Deploy Project	Assumption Deliver the product on time and budget Constraint Budget and time constraint limits the product production	Project Manager/ Project Team/ Stakeholders	Monitor white space risks and provide and regression testing. Provide contingency plans for possible risk scenarios

		maybe in quality or in providing all features necessary		
11.	Project Closure – Stakeholder Acceptance	<u>Assumption</u> The product delivered is acceptable to the customers. <u>Constraint</u> Users change their mind often. End requirements never meet the requirements gathered in the first phase.	Project Manager/ Project Team/ Stakeholders	The testing of the project will test acceptance and the stakeholders will be kept up to date on the features of the software.

Approvals:

Project Manager Signature	**Sponsor or Originator Signature**
Project Manager Name	**Sponsor or Originator Name**
Date	**Date**