

Quality management plan for project: Coffee shop app development					
Version: 1 date Feb 20xx					
Part I: Project objectives (reference project charter)					
1 Develop a basic app to support coffee shop customer service and operations					
2 Ensure app has functionality that equals competitor apps					
3 Design basic app using external vendor (2 weeks)					
4 Develop v1 of app (4 weeks)					
5 Test app with small customer beta group (2 weeks)					
6 Launch app (2 weeks)					
7 Gather customer feedback (4 weeks)					
Part II: Project Quality Team (Project Manager, QA, QC, SME)					
Name	Role	R (Responsible)	A (Accountable)	C (Consult)	I (Inform)
Ray Masters	Project Manager	X	X		
Juan Gonzales	QA Lead	X	X	X	X
Marcy Jackson	QC Lead	X	X	X	X
Hiroshi Ozawa	SME			X	
Priya Majors	SME			X	
Jackson Wilson	Focus Group Lead	X		X	X
Quality Assurance Activities (Quality Audits)			Quality Control Activities (Quality Inspections)		
Audit design process			Verify final App design		
Audit development process			Verify App V1		
Audit final launch planning			Verify Beta testing and feedback		
Audit feedback collection			Verify final launch checklist		
			Verify feedback receipt and findings		