

# Iota Gamma Directory Conversion



This Photo is licensed under [CC BY-NC-ND](#)

QUALITY MANAGEMENT

Working Group 4

Peter Palmisano, Instructor

November 26, 2017

## TABLE OF CONTENTS

---

Introduction.....	1
Procurement Management Approach.....	1
Procurement Definition .....	Error! Bookmark not defined.
Standardized Procurement Documentation.....	Error! Bookmark not defined.
Cost Determination.....	Error! Bookmark not defined.
Vendor Evaluation.....	Error! Bookmark not defined.
Procurement Risk Management .....	Error! Bookmark not defined.
Procurement Constraints .....	Error! Bookmark not defined.
Schedule.....	Error! Bookmark not defined.
Cost .....	Error! Bookmark not defined.
Scope.....	Error! Bookmark not defined.
Resources.....	Error! Bookmark not defined.
Technology .....	Error! Bookmark not defined.
Contract Type .....	Error! Bookmark not defined.
Vendor Management .....	Error! Bookmark not defined.
Performance Metrics for Procurement Activities .....	Error! Bookmark not defined.
Contract Approval Process.....	Error! Bookmark not defined.
Sponsor Acceptance .....	4

## INTRODUCTION

---

The Quality Management Plan for the Iota Gamma Directory Conversion project will establish the activities, processes, and procedures for ensuring a quality product upon the conclusion of the project. The purpose of this plan is to:

- Ensure a quality product
- Define how quality will be managed
- Define quality assurance activities
- Define quality control activities
- Define acceptable quality standards

## QUALITY MANAGEMENT APPROACH

---

The quality management approach for the IGDC project will ensure quality is planned for both the product and processes. To be successful, this project will meet its quality objectives by utilizing an integrated quality approach to define quality standards, measure quality and continuously improve quality.

Process quality for the IGDC project will focus on the processes by which the project deliverable will be manufactured. Establishing process quality standards will ensure conformity for all activities, which results in the successful delivery of the product.

The project team will work to define and document all organizational and project specific quality standards for both product and processes. All quality documentation will become part of the IGDC project plan and will be transitioned to IG upon the successful completion of the project.

These product and process measurements will be used as one criterion in determining the success of the project and must be reviewed by the project sponsor. Metrics will include:

- Schedule
- Resources
- Cost
- Process performance
- Product performance
- Customer Satisfaction

## QUALITY REQUIREMENTS AND STANDARDS

---

### PRODUCT QUALITY:

The product quality standards and requirements will be determined by the project team based on the project scope. The project team will also document any newly identified quality standards into the IGDC project plan and ensure communication with all stakeholders.

### PROCESS QUALITY:

The process quality standards and requirements will be determined by the project team . The IGDC project team will work with the Chapter tech to establish acceptable standards and document these standards for incorporation into the IGDC project plan. These standards will be communicated to all project stakeholders.

As trial deliverables are created, they will be measured and analyzed to determine the quality. Once the final results meet the required quality compliance and all process metrics fall within acceptable quality assurance margins, we will achieve process compliance for the IGDC project.

## QUALITY ASSURANCE

---

The IGDC Project Manager and the project team will perform assessments at planned intervals throughout the project to ensure all processes are being correctly implemented and executed. Key performance metrics will be a website domain, hosting service, front end, access control, accurate data conversion, and an accurate search mechanism.

The established project tolerances for these metrics are implied by the scope as “working,” since there are no baseline against which to establish norms.

If discrepancies are found, the quality manager will meet with the Project Manager and review the identified discrepancies.

As this is a small project, the PM will incorporate quality reviews in the weekly meetings. In these reviews, an agenda item will include a review of project processes, any discrepancies and/or findings from the quality manager, and a discussion on process improvement initiatives. Process improvement is another aspect of quality assurance. Quality assurance reviews, findings, and assessments should always result in some form of process improvement and, as a result, product improvement. All process improvement efforts must be documented, implemented, and communicated to all stakeholders as changes are made.

## QUALITY CONTROL

The quality control of the IGDC project focuses primarily on the sponsors wants, the acceptable standards and performance. The quality performance standards for the IGDC project are in accordance with the organizational standards of performance of all fiber optic cable deliverables. The characterization personnel or group will perform attenuation testing and will provide the results back to the project team and submitted before the next bi-bi-weekly meeting. The quality group will ensure all physical and performance standards are met for each trial test. The Project Manager will schedule regularly occurring project, management, and document reviews. In these reviews, an agenda item will include a review of deliverables, any discrepancies and/or audit findings from the quality manager, and a discussion on product improvement initiatives.

### QUALITY ASSURANCE LOG

ID	Date	Process Measured	Required Value	Actual Measured	Acceptable? (Y/N)	Recommendation	Date Resolved

### QUALITY CONTROL LOG

ID	Date	Item Measured	Required Value	Actual Measured	Acceptable? (Y/N)	Recommendation	Date Resolved

SPONSOR ACCEPTANCE

---

Approved by the Project Sponsor:

---

Shelly Worrell  
Project Sponsor

Date: \_\_\_\_\_