PROJECT DOCUMENTATION

**PROJECT QUALITY PLAN**

| **Project:** | **E-Commerce Website for Skanda** |
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| **PRINCE2** |  |
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| Client: | SKANDA by Sarasi Samarasundara |
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# 1 Project Quality Plan History

## 1.1 Document Location

This document is only valid on the day it was printed.

The source of the document will be found on the project's PC in location

## 1.2 Revision History

**Date of this revision:02/24/2022**

**Date of Next revision:**

| **Revision date** | **Previous revision date** | **Summary of Changes** | **Changes marked** |
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| 02/24/2022 | - | First issue |  |

## 1.3 Approvals

This document requires the following approvals.

Signed approval forms are filed in the Management section of the project files.

| **Name** | **Signature** | **Title** | **Date of Issue** | **Version** |
| --- | --- | --- | --- | --- |
| Dr. Yasas Jayaweera |  | Project Board | 02/24/2022 | 1.0 |
| Adithya Narasinghe |  | Project Manager | 02/24/2022 | 1.0 |

## 1.4 Distribution

This document has been distributed to:

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# Project Quality Plan

## 3 Purpose

The project is for the design, development & deployment of a new E-Commerce website for an existing clothing store. The primary objective of this Quality Management Plan is to ensure that the delivered project is of adequate quality and purposeful according to user requirements. This document also defines how quality is managed throughout the project's life cycle. This document will be a part of the Project Initiation Document (PID).

## 4 Customer’s Quality Expectations

The client's primary goal is to have a fully functional E-commerce website for an apparel store that is free of errors. There are numerous techniques to ensure that the website is of high quality. The following criteria will be used to assess the quality of the project's final product.

* **Usability** – During the design phase, the E-commerce website should be designed and developed to meet the criteria and constraints established. All features should be tested in a variety of circumstances, including those that are unexpected, to see if the website can continue to give the anticipated outcomes.
* **Reliability** – The website should be up & working all the time and usable on any modern device as mentioned above.
* **Responsiveness** – The website must be viewable on any modern web browser and any device, such as computers, smartphones, and tablets, and still usable in all those configurations.
* **Learnability** – Even a user with a minimum IT literacy should comprehend and utilise the website.
* **Maintainability** – It should be hassle-free to troubleshoot issues and modify or extend the website's functionalities.
* **Functionality** – The website's functionalities such as payment processing, editing product-related content from the admin panel, updating any details regarding sales, promotions and festivals, admin-customer interactions, AI chatbots should perform as intended without failing to work.
* **Appearance** – The proposed site should be eye-catching, professional and well polished. It should reflect the image of the business.

## 5 Acceptance Criteria

According to user requirements, the proposed system needs to achieve the following conditionsto be considered complete.

**Functional Criteria**

* Customers should be able to add items to the cart to purchase.
* Should be able to view products/items on the website.
* Should be able to update the customer profile.
* Random offers or discounts won by a user on the spinning wheel should be emailed to the customer.
* Should be able to process online payments through a payment gateway.
* Ability to view and manage orders on the website.
* Should be able to modify products by using add/edit/delete functionalities.
* Should be able to manage product categories using the add/edit/delete functionalities.
* Artificial Intelligence based chatbot should answer the predetermined set of questions and redirect to a customer care agent if the chatbot can’t handle any queries.

**Non-functional Criteria**

* The site must be reliable, accessible at any time and should be easy to maintain.
* Should securely store the data.
* The data should be periodically backed up to recover in a disaster situation.
* Should perform well under a massive traffic and should be able to handle a large number of orders at once.
* Should only let the authorised parties access the data.

## 6 Quality Responsibilities

In the project team, the quality manager role is handled by J.M. Pasindu Lawantha Bandara. He is responsible to ensure and improve the quality of the overall project. It is essential to check whether the project has been implemented in accordance with the relevant standards and requirements.

The project should be tested in various ways to ensure the product quality. The following are some of the methods which will be used to check for any issues or errors in the system, documents and the development process.

* Evaluate the website for issues and errors by:
  + Checking all the website's contents to see if they are grammatically correct and if it presents the right message to the user.
  + Checking that all hyperlinks and buttons direct users to relevant web pages.
  + Checking if all the forms can be filled properly and if there are any errors presented when entering invalid data.
  + Checking that all the data entered via forms will be properly stored in the relevant databases.
  + Checking that all the data stored in the database are valid.
  + Checking that all the interfaces are user-friendly and the styles used are according to the client’s branding.
  + Checking the responsiveness of the website by using different devices such as desktops, smartphones and tablets.
  + Checking all the actions that can be triggered by the users of the website and if they provide the correct outcome.
* Review and ensure the format and quality of all project-related documents by:
  + Checking all documents using the same theme (Fonts, Colour theme, etc.)
  + Checking all the page titles and headings are meaningful, use the correct heading level and are in the proper text case(Title case, sentence case, etc.).
  + Checking all images and tables have captions, are sized & aligned properly.
  + Checking if the content is valid, accurate and uses the correct spelling and grammar.

## 7 Applicable Standards

Quality means building what you mention. As developers, you ensure that you do it more efficiently and professionally, always aiming to create the right product that satisfies the client's requirements. By developing quality products, clients are motivated to assign future projects, and they know that the project will ultimately have the desired outcome for them.

Quality standards are papers that contain criteria, specifications, regulations, or characteristics that may be utilised at any time to guarantee that items, products, processes, and services are consistent with their intended usage. Finally, attaining the greatest quality helps it to generate greater market demand while maintaining the lowest pricing rates among competitors.

## 8 Quality Control and Audit Processes

Because it is essential to ensure the desired quality of the product, test cases will be created and used for every aspect of the product that must be present at the time of use.

Selenium will be used as an interface testing framework to test the user interface functionality. This will help the developers to identify issues if there are any.

The project board will conduct a weekly audit of the project management and project progress. The client will be shown fully implemented components to test whether the system meets their requirements and get their feedback.

## 9 Specialist Work Quality Control and Audit Processes

[State any particular requirements that may be applicable to third party suppliers, e.g. how the contracted work will be subjected to project control. Indicate any particular lines of communication and specify method of progress reporting]

## 10 Change Management Procedures

When the client or project board decides that an aspect of the project needs to be changed or a new component should be added, they should make a change proposal and submit to the project board to change the component. The change proposal should identify the work process in question, describe the component of the work process they wish to modify, and include a description of the security impact of the proposed modification.

Any changes that need to be made will be reported and then tended to be reviewed and controlled by an appropriate specialist, compared with what the project board initially determined. Relevant change management procedures follow the PRINCE2 modification control system.

Change management would include an adjustments recording log including analysis of the impact of any change, the cost, benefits or threat to each change, the tracking and use of preparation shifts, and so on.

## 11 Configuration Management Plan

[Allocate responsibilities for Configuration Management to appropriate functions, groups or individuals. Include any interfaces with existing Configuration Management systems and list those products that will come under Configuration Management Control]

## 12 Quality Tools

[Briefly describe any tools to be used to ensure quality]

Selenium will be used to test the user interfaces.