**Project title: Online Price Lists Management**

**Project ID: BTS-730 GRP 5 (LAB 9)**

**Authors**: Khai Phan (100901164), Marco Rico (111708178), Julian Boyko (111404174)

PM Week 10 Lab. Group work. Quality Management – 2 %.

1. For your ongoing group project Determine. (Yes or no) If your project needs a quality management plan.

* Yes, because we believe that it would be very beneficial for our ongoing group project to have a quality management plan. In an essence, a quality management plan is a way for you to define a project’s quality policies, procedures, criteria for and areas of application, and roles, responsibilities and authorities. This is extremely important when moving on with a project because it keeps everyone focused on the same level of quality. Additionally, having a plan in place that will describe how the quality of a project will be managed throughout the entire lifecycle of the project, makes it so you have a plan in place that enforces a certain standard for the project. This raises the bar for how your project will look and will also contribute to a far greater completed project.

1. Justify specifically in what ways your project quality will benefit from a quality management plan. Your need to outline at least 3 ways.

* A Quality Management Plan will help the project to match with the quality standards existing in the world. At the moment, the highest quality standard that is carrying around the world is **ISO 9001**. There are multiple requirements for any size company in order to archive this.
* Specifically for IT projects, there are 3 ways to measure the project quality: **Performance**, **Reliability** and **Maintainability**.
* **Performance** is about how long the system/application responds to a request, how much data and transaction it can store and how many concurrent users it can handle. This could vary depending on the application size as well as system size.
* **Reliability** is how well the system is going before it needs maintenance or an upgrade. Standards for IT application and system is about 5 years.
* **Maintainability** is how easy it is to perform any necessary maintenance in the future. It shouldn’t be too complicated that nobody can fix it besides the creator or too easy that somebody can mess it up easily.

1. Will the use of software (for example MS Project Assist in improvement of quality in your project)? In what ways? (Marco)

Software will definitely improve the overall project as software has many benefits that lead it to be more efficient:

* **Productivity** is one of the benefits of using software within a project. Having software that allows the design of software planning allows for changes to be made instantly and easy collaboration between people from all around the world working on the project. It also can check and make sure plans are designed correctly, notifying you of any details that may need to be changed.
* **Organization** is another benefit of using software in a project. Having software that can organize information saved to within it and allow for more efficiency when needing to recall it. Software can also allow for easier availability of information within a company. Having employees who are global will really benefit from software keeping information organized and available at any moment.
* Software also allows for better **real time awareness**. Software can monitor and notify the needed parties to solve an issue whenever it arises. This can save companies time, money, and resources when there's a problem because handling it faster allows for any backlash from it to be less.

1. Can cultural and geographical situations impact the quality of your project? (Yes/no) Please further elaborate(explain) with reference to your group project.

* Yes, I do believe that cultural and geographical situations impact the quality of your project. In regards to the project that we have, it is an online-store for our company. Because it is an online store, this means that we will be shipping products as a company, and because we are based in Canada, there is a certain expectation that is in Canada in regards to product shipment. Most Canadian companies are able to ship products within a week, and that standard of quality is accepted.
* Also, if our company was located in a place like the United States, then we would have to deal with different Quality Procedures in terms of FDA approval and other things along those lines, that are in relation to the United States regulations.
* Additionally, let’s say that I plan on shipping to various parts in Canada, which has a different culture, like Quebec for example, then I would need to have various different language translations on the website, from English to French.