**Quality Management Plan**

**Date: June 20, 2023**

**Project Name:** Vindhu-World of Taste Restaurant Website

**Introduction:**

A quality management plan (QMP) aids in directing the program manager (PM) and project team when carrying out quality control and assurance tasks for a project or program. The QMP is typically created by a contractor and reviewed by the client. The degree to which a project meets requirements is defined as its quality.

The QMP identifies the following key components:

* Project Deliverables & Project Processes: The primary project deliverables and procedures are subject to quality control.
* Deliverable Quality Standards: The "measures" used to assess whether a deliverable was successful are the quality standards. Depending on the type of information technology project, these standards may change.
* Customer Satisfaction: The customer satisfaction criteria determine when each deliverable is finished and meets the customer's standards for acceptance. These standards are used to evaluate the deliverables.
* Quality Control Activities: The quality control procedures that keep track of and confirm that the project deliverables follow planned standards of quality.
* Process Quality Standards: The quality standards that serve as the "measures" for assessing whether project work processes are being maintained too.
* Stakeholder Expectations: Stakeholder expectations identify when a project process meets the project stakeholders' expectations for efficiency. Considering and approving all project changes with a high potential for impact is one example.
* Quality Assurance Activities: The quality control activities that keep track of and confirm the effectiveness of the management and production processes for the deliverables.

**Quality Standards:**

The following things should be maintained in accordance with the pertinent standards and methodologies:

* The policies and procedures for risk management must be followed too in every part. Developers must follow a set of coding standards to perform their duties.
* Maintaining standards for security, privacy, advancing the code, and other issues is crucial.

**Metrics:**

Measurements based on the nature of the defects:

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| --- | --- | --- | --- |
| **S No** | **Defect Level** | **Defect Name** | **Measurements** |
| 1 | High-Level Defects | Incorrect estimation, Failure to assign tasks to the most qualified person,  Planning errors | It is important to use more accurate project estimation techniques and allot enough time for project evaluation.  The project manager should have a thorough understanding of the team members' skills and abilities to assign tasks effectively.  To avoid unexpected difficulties after the planning phase, care must be taken. |
| 2 | Mid-Level Defects | Bugs and integration challenges | There will always be bugs in projects, so proper testing and quality assurance should be used.  When modules are combined and tested as a whole, a few issues could occur. As a result, the testing group needs to be sufficiently knowledgeable about the many modules. |
| 3 | Low-Level Defects | Screen Resolution,  Hard-disk specifications | Though the poor screen resolution of the PCs may not be a serious issue, the work should theoretically be better if it is. |

**Problem Reporting and Corrective Action Process:**

* Any task or problem that doesn't meet the standards for quality should be reported. It is necessary to react quickly.
* Should pick any tools relevant to quality that can help in quality.
* There should be definitions of quality assurance and control.
* Any issue should be addressed as soon as it is acceptable by senior officials, and team members and stakeholders should be updated.

**Supplier Quality and Control:**

* All the data should be rendered quickly.
* If there are more users using the application concurrently, there shouldn't be any bandwidth issues or crashes.
* The user interface should be friendly. Users should have no trouble using it.
* All the requirements for satisfaction and appearance should be met.

**Metrics we use to Measure Quality**

**Customer Complaints and Returns:** Constantly keeping an eye on customer issues is the only certain way to prevent them. The following numbers can be used to track customer-related issues:

* Reject or return complaints after a certain amount of time.
* Numbers resolved over a specific time frame.
* Costs associated with warranties.
* Average time to resolve customer complaints.

**Delivery Metrics:** There are two key metrics that need to be tracked.

* **On-time Delivery (OTD):** The percentage of units delivered within the OTD window is used to calculate on-time delivery (OTD).
* **Perfect Order Metric (POM):** The percentage of orders that arrive whole, on schedule, undamaged, and with the right invoice is known as the Perfect Order Metric (POM) or fill rate.