Version History

Ver. No.	Authors	Date	Reviewers	Review Date	Release Date
1.0	CISO	27-Aug-2018	ISMF	31-Aug-2018	03-Sep-2018
2.0	CISO	11-Dec-2019	ISMF	13-Dec-2019	16 -Dec-2019
3.0	CISO	02-Nov-2020	ISMF	06-Nov-2020	10-Nov-2020

Change History

Ver. No.	Section	Date	Change Information	RFC No.
1.0	All	03-Sep-2018	New Release	-
2.0	All	16-Dec-2019	Annual Review	-
3.0	All	10-Nov-2020	Annual Review	-

Table of Contents

Monitoring and Measurement Process

1.0 Objectives

The objective of this document is to describe the process of collecting, analyzing Quality Objectives for controlling and improving the Project / Product and Process performance.

2.0 Scope

This process applies to all Quality Objectives related activities.

3.0 Policy

3.1 Policy Statement
- NA

3.2 Framework to Support or Implement this Policy
- NA

4.0 References to (checklists, forms, guidelines, lists, standards, templates, other processes)

Process Element	Description	ID
Checklists	NA	NA
Forms	Issue Tracking Sheet	QMS-L4-FR-MR-17
	Metric Measurement Report	ISMS-L4-FR-CISO-07
Guidelines	Guidelines for Quality Objectives	QMS-L4-GD-MR-01
Lists	NA	NA
Standards	NA	NA
Templates	NA	NA

5.0 Entry Criteria

Inputs	Source Processes
Project Plan / Service Management Plan	Project Planning Process
Organizational goals and control limits	--
All required documents and data for computing	Relevant Processes

6.0 Responsibilities

| Role	Responsibilities

Role	Responsibilities
Project Manager (PM)	• Responsible for overall process
Head Quality	• Responsible for collecting, collating data of Measures and computing the Metrics
Manager Quality / Executive Quality	• Responsible for effectively defining, implementing and maintaining the Metrication Program • Responsible for collating the metrics data from the various projects and Processes at Organization level • Responsible for training and educating on usage of computing the metrics and measures

7.0 Process Description

Overview Diagram

Refer below to specific process for flowchart.

7.1 Monitoring and Measurement Process
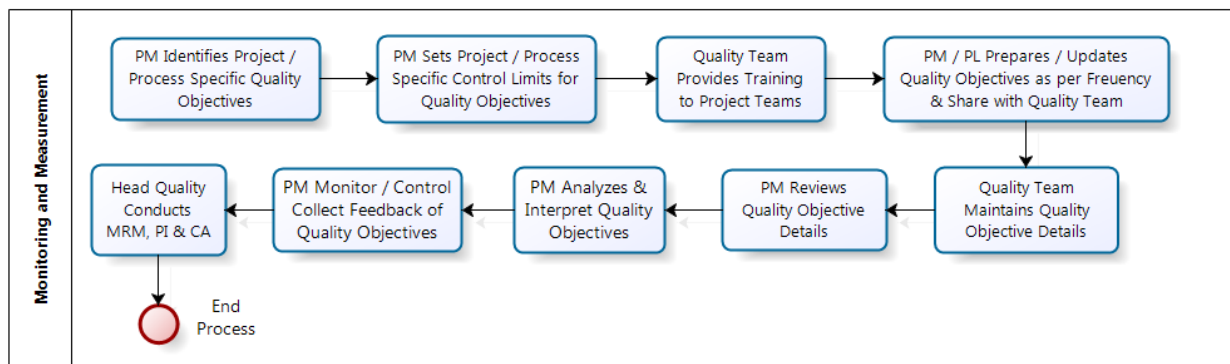
7.1.1 Identify Project Specific Measures and Metrics
• PM identifies Project specific Quality Objectives using the *Guidelines for Quality Objectives.*

7.1.2 Set Project Specific Control Limits for Metrics
• PM :
  • In consultation with Quality Team, sets control limits for project / product and process specific measures
  • Ensures that the set of control limits are within organizational control limits
  • Ensures that the project and process measures with their control limits and quality objectives are communicated to all stakeholders

7.1.3 Conduct Training on Usage of Measures and Metrics
• Quality Team trains the PM on collection, computation and the characteristics of the Quality Objectives
• Quality Team educates the project team members on the usage of Quality Objectives

7.1.4 Collect Quality Objectives
- PM:
  - Collects Quality Objectives of projects using the Quality Objectives Template as per the frequency specified.

7.1.5 Store and Retrieve Quality Objectives
- PM:
  - Maintains the Quality Objectives during the entire lifecycle of the project
  - Ensures that project Quality Objectives are stored as a part of project repository with proper access control
  - Ensures Quality Objectives are controlled

7.1.6 Review Quality Objectives
- PM:
  - Ensures that Quality Objectives are reviewed for completeness, integrity and accuracy
  - Periodically reviews the authenticity of data collected by Quality Team as per specific formats and as defined
  - Revises the Project and Process Quality Objectives based on review result

7.1.7 Analyze and Interpret Quality Objectives
- Quality Team in consultation with PM analyzes the Quality Objectives data and discusses the same with the team
- PM:
  - Compares the collected Quality Objectives results with targeted limits and uses for revising the targets of future milestones in the project
  - Ensures that Quality objectives data is given to Quality Team for further analysis, interpretation and collation at Practice and Organization level

7.1.8 Monitor, Control and Collect Feedback of Quality Objectives Data
- PM analyses the trends based on collected data at the end of Project's phases or at regular intervals as defined in Project Plan and initiates appropriate actions to ensure that Project and Process measures are within limits of set targets
- PM provides feedback to the Project Team, if necessary, and uses the Quality Objectives of Projects for tracking, monitoring and controlling the project

7.1.9 Conduct Management Review, Process Improvement and Corrective Action
- Quality Team / Head Quality in coordination with PM ensures that Quality Objectives and their analysis and interpretation are reviewed during the Management Review Meeting
- Quality Team / Head Quality in consultation with PM considers the issues of corrective action and process improvements and initiates necessary actions
- Quality Team / Head Quality recommends improvements, if any to the Quality Objectives

8.0 Quality Mechanisms

- Review of Measures and Metrics analysis report
- Management Review of Project Processes

9.0 Quality Objectives

Sr. No	Objectives	Responsibility	Frequency of Measurement	Reporting of Measurement	Target to Achieve
1	Sharing of Quality Objective Data periodically on time	Project Manager	Monthly	Quality Objective Data	100%
2	Review and Interpretation of Quality Objective Analysis Report	Project Manager	Monthly	Quality Objective Analysis Report	100%

10.0 Identified Risk

- All risks identified for the process will be recorded into the Risk Management Plan (RMP)
- Risks will be reviewed and monitored as per the agreed schedule

11.0 Exit Criteria

Outputs
Quality Objective records
Quality Objective Analysis Report