# File Name: CyberpunkMonkChatbot\_QualityManagementPlan\_v1.0\_2025-08-13.docx

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# Purpose: Define the quality objectives, standards, assurance, and control processes for the CyberpunkMonkChatbot project.

# Version: v1.0

# Last Updated: 2025-08-13

# Change Log:

# 1. v1.0 – Initial release – 2025-08-13

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# Quality Management Plan

## 1. Quality Objectives

- Ensure chatbot responses are accurate, relevant, and brand-aligned.

- Maintain frontend and backend performance to meet success criteria (response times under 2 seconds for 90% of interactions).

- Comply with andrewholland.com style guide for all visual and UX elements.

## 2. Quality Standards

- PMI PMBOK-based process compliance.

- WCAG 2.1 accessibility guidelines for web content.

- Consistent adherence to andrewholland.com branding rules.

## 3. Quality Assurance

- Peer or self-review of chatbot content before deployment.

- Code linting and testing prior to commits.

- Functional testing of API integration before each release.

## 4. Quality Control

- Weekly review of chatbot logs to detect off-brand responses.

- Monthly review of analytics to ensure engagement goals are met.

- Issue resolution documented in the Issue Log.

## 5. Roles & Responsibilities

Project Manager/Owner: Oversees quality planning, assurance, and control.

Developer: Implements fixes and improvements.

Future Reviewer: Conducts external UX and content evaluations.