# Quality Management Plan

**Date: 04/19/2023**

**Project Name:** Tourism and Travel Management

**Introduction:**

The purpose of this Quality Management Plan is to ensure that the project meets its objectives and goals in terms of quality, through defining the processes, procedures, and standards to be followed by the project team.

**Quality Standards:**

Quality control procedures will be established to ensure that all deliverables meet the quality standards. Quality assurance procedures will be established to ensure that the project's quality processes, procedures, and standards are being followed. Change control procedures will be established to ensure that all changes are properly documented and approved. A quality checklist will be used to ensure that all deliverables meet the quality standards. All team members will be required to follow the project's quality processes, procedures, and standards.

**Metrics:**

The following metrics will be used to measure the quality of the project deliverables:

1. **Defect Density:**

The number of defects per deliverable will be measured to ensure that the project deliverables meet the quality standards.

1. **Test Coverage**:

The percentage of requirements covered by testing will be measured to ensure that all project requirements have been tested.

1. **On-Time Delivery:**

The percentage of project deliverables delivered on time will be measured to ensure that the project is meeting its timelines.

1. **Customer Satisfaction:**

The satisfaction of the customer will be measured using surveys or feedback forms to ensure that the project deliverables meet their expectations.

1. **Change Request Frequency:**

The number of change requests raised during the project will be measured to ensure that the project's requirements are clearly defined and understood.

**Problem Reporting and Corrective Action Process:**

1. **Problem Identification:**

Any team member who identifies a quality issue with a project deliverable should report it immediately to the project manager. The project manager will then verify the issue and document it in the project's quality log**.**

1. **Problem Analysis:**

The project manager (Sainath Reddy Teneti) will investigate the quality issue and determine its root cause. The project team will be involved in the analysis to identify any contributing factors and potential solutions.

1. **Corrective Action**:

The project manager (Sainath Reddy Teneti) will develop a corrective action plan to address the quality issue. The plan will include the actions required to correct the issue, the person responsible for the actions, and the timeline for completion.

1. **Plan Implementation**:

The corrective action plan will be implemented by the responsible team member(s). The project manager will monitor the progress of the plan to ensure that it is completed within the specified timeline.

1. **Verification**:

After the corrective action plan is completed, the project manager will verify that the quality issue has been resolved. If the issue is not resolved, additional corrective actions will be identified and implemented until the issue is resolved.

1. **Documentation**:

All quality issues, corrective actions, and their outcomes will be documented in the project's quality log. This documentation will be used to identify trends and improve the quality management processes of future projects.

1. **Follow-Up**:

The project manager (Sainath Reddy Teneti) will follow up with the team periodically to ensure that the quality issue has not reoccurred. If the issue reoccurs, additional corrective actions will be identified and implemented until the issue is resolved.

**Supplier Quality and Control:**

1. **Supplier Selection**:

The project manager will select suppliers who meet the project's quality standards. The project manager will evaluate suppliers based on their experience, quality control processes, and references.

1. **Supplier Quality Requirements**:

The project manager will communicate the project's quality requirements to the selected suppliers. The requirements will include the quality standards, delivery timelines, and any other requirements specific to the project.

1. **Supplier Quality Control**:

The project manager will monitor the quality of the products and services provided by the suppliers. The project manager will work with the suppliers to identify any quality issues and develop corrective action plans.

1. **Supplier Performance Evaluation**:

The project manager will evaluate the performance of the suppliers based on their adherence to the quality requirements and delivery timelines. The project manager will document the supplier performance in the project's quality log.

1. **Supplier Improvement**:

If a supplier does not meet the project's quality requirements, the project manager will work with the supplier to develop a corrective action plan. The project manager will monitor the implementation of the corrective action plan and re-evaluate the supplier's performance.

1. **Supplier Documentation**:

All supplier documentation, including quality control processes, will be reviewed by the project manager to ensure that they meet the project's quality requirements. The project manager will also verify that the supplier has the necessary certifications and licenses required for the project.