

Project Quality Management Plan

[Project Name]

Project#:

Author: [Name]
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Approval

Project Sponsor:

Name

Signature

Date

[please print]

Title

Project Quality Management Plan

Purpose of the Project Quality Management Plan

The Quality Management Plan outlines the principles, approaches, and processes that will be used to establish project quality objectives, identify, interpret, and apply relevant feature, function, and performance standards and policies, and measure compliance with those standards and policies. As such it is a key element in building understanding among all project stakeholders as to what deliverables are intended to accomplish and whether they do, in fact, fulfill their intended function.

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Purpose

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1.0 Rationale and Benefits

(Outline the problem or opportunity the project is intended to address. Explain how the problem or opportunity came to be recognized, what its key dimensions are, and how the project bears on those key dimensions. Indicate the benefits JI will capture or realize on successful completion of this project. Explain how the new product, service, or result developed through this project will allow the JI to better fulfill its mandate or better serve its clients and other stakeholders. Append a copy of the relevant decision document, if appropriate.)

2.0 Quality Objectives

(This section describes the processes that will be used to identify the functions required of each deliverable and their key features. It also sets out approval and deliverable acceptance processes and procedures. Where international, national, provincial, local, organizational or professional quality policies or standards apply to either the project deliverables or the management activities associated with the project, those policies or standards should be identified in this section. Where appropriate, a short description of such policies or standards may be included in this section. Where variance or tolerance limits are associated with such standards or policies, they may also be summarized in this section.)

3.0 Quality Management Strategy

3.1 Processes, Roles, and Responsibilities

(This section explains the overall approach to quality management that will be taken by the project team. This includes the mix of quality control and quality assurance activities and the roles and responsibilities of team members in such matters as identifying relevant quality policies and standards, determining compliance, resolving differences regarding quality, and ensuring that standards are not exceeded (gold plating) without authority. This section may also address quality audits and the processes for capturing and communicating lessons learned.)

3.2 Quality Control

(This section identifies the specific quality control activities that will be applied to each deliverable, its functions and its features. Questions of which quality control techniques, such as histograms and pareto charts, flow charting, statistical sampling, or benchmarking, will be used and when in the process of creating deliverables such activities as testing, inspection, and verification are to take place should be addressed in this section. This section also addresses team member roles and responsibilities for quality control and the processes and procedures for detecting and reporting failures and quality issues.)

3.3 Quality Assurance

(This section identifies the specific quality assurance approach that will be taken to the project. For example, such questions as will quality audits take place and, if so, when and who will perform the audit, or what place does this project occupy in the performing organization's continuous improvement efforts, or how will lessons learned regarding quality will be captured and disseminated such be explored. This section also addresses team member roles and responsibilities regarding quality assurance activities and the role, if any, of organizational quality assurance experts.)

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3.4 Quality Metrics

(This section of the plan should identify the quality metrics and permitted variance or performance limits for each deliverable and sub-deliverable for which applicable standards have been established under Section 2.0, above. Where such standards have not yet been set or do not apply to a deliverable or sub-deliverable, this section should outline the processes that will be followed to establish the relevant performance and acceptance metrics. This section should also identify the roles and responsibilities of key project stakeholders such as the customer, sponsor, project manager, and project team member in the establishment of quality metrics.)

Appendices

Copies of applicable or potentially applicable standards may be appended.