PMBOK Knowledge Area : Project Quality Management

"Project Quality Plan"

Quality can be defined as meeting the customer's expectations or exceeding the customer expectations achieved by way of deliverables and/or activities performed to produce those deliverables.

The activities that are identified at the beginning of the project that will help meet the quality requirements of the project is called Project Quality Plan. The plan will identify which quality standard are relevant to the project and how they will be satisfied. This will include the methodology by which these quality requirements will be met, for example, peer review process, checklist execution, test driven development etc).

The following list provides the various quality elements that should be included in the detailed Project Quality Plan;

- **Management Reposibility** - the quality responsibility of the stakeholders.
- **Documented Quality Management System -** This refers to the existing Quality Procedures that have been standardized and used within the organization.
- **Design Control** - This specifies the procedures for Design Review, Sign-Off, Design Changes and Design Waivers of requirements.
- **Document Control**
- **Purchasing** - defines quality control and requirement for any part of the project that is sub-contracted or out sourced.
- **Testing** - acceptance testing and integration testing

- **Corrective Actions** - describes the corrective action that need to be take if a problem is discover during project execution.
- **Quality Records** - Procedures for maintaining quality records during project execution and after project completion as well.
- **Quality Audits** - An internal audit should be planned and implemented during each phase of the project.

The development of a Project Quality Plan is a team process that depends as much on communicating information as it does on planning. The key objective is to create a cohesive dialog and subsequently develop awareness of potential quality issues assurance. Based on this awareness, project managers can prepare plans and actions to counter any weaknesses or deficiencies in the project execution, thus ensuring that all quality standards are met effectively.