**Quality Management Plan**

[Agency]

[Project Name]

[Publish Date]

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# Using this Template

This template contains “suggested language” and assumes that the author of this document will make appropriate additions, deletions, and changes for their specific project needs.

To create a document from this template:

* Replace [bracketed text] on the cover page, in the header, and throughout the document with your project and agency information by filling in the [bracketed text] area in the document text. Filling in the information once will propagate that field throughout the document.
* Complete the entire template making all necessary adjustments.
* Each section contains abbreviated instructions (**Green Font**) and an example using (**Black Font**).
* Delete this “Using This Template” page.
* Update the Table of Contents by clicking on the “References” tab, selecting “Update Table”, then “Update Entire Table” and click “Ok”.
* Save.

To provide any suggested improvements or corrections, please email [TBSM.info@tn.gov](mailto:TBSM.info@tn.gov).

# Revisions

| Revision | Description of Change | Author | Effective Date |
| --- | --- | --- | --- |
| v1 | Initial document upload to TBSM intranet site | BSD Team | 09/28/12 |
|  |  |  |  |
|  |  |  |  |

# Introduction

The Quality Management Plan (QMP) is an integral part of any project management plan. The purpose of the Quality Management Plan is to describe how quality will be managed throughout the lifecycle of the project, and define how the Project Team will implement, support, and communicate project quality practices for use with the project. It also includes the processes and procedures for conducting quality planning, quality assurance, quality control and continuous process improvement. All stakeholders should be familiar with these procedures. The Quality Management Plan helps the Senior Project Director determine if deliverables are being produced to an acceptable quality level and if the project processes used to manage and create the deliverables have been effective and properly applied.

The Quality Management Plan (QMP) for the [Project Name] project will establish the activities, processes, and procedures for ensuring a quality product upon the conclusion of the project. The purpose of this plan is to:

* Ensure quality is planned
* Define how quality will be managed
* Define quality assurance activities
* Define quality control activities
* Define acceptable quality standards

# Purpose and Objectives

This section of the Quality Management Plan should document, at a high level, the overall approach for quality management for the project and define the purpose of the plan itself in the delivery of a quality product. This section should also identify which project(s), product(s), and/or the portion of the project life cycle that are covered by this plan and the overall quality objectives for this project.

The purpose of the [Project Name] Quality Management Plan is to establish the goals, processes, and responsibilities required to implement effective quality management functions for the project. This QMP defines how the Project Team will implement, support, and communicate project quality practices for use with the [Project Name] Project.

The Quality Management Plan will accomplish the following objectives for the [Project Name] project:

* Outlines the purpose & scope of quality activities
* Defines how quality will be planned and managed
* Defines quality assurance (QA) activities
* Defines quality control (QC) activities
* Defines acceptable quality standards
* Defines roles and responsibilities for quality management activities

# Quality Management Scope

This section describes the scope of quality management activities for the project. If there are certain areas of the project where quality standards will not be applicable, they should be noted in this section. Typically the scope of quality management activities spans the entire project lifecycle from initiation to closure, and involves measurement of activities in all of the project phases.

This QMP defines the activities and processes related to managing the quality of the [Project Name] system implementation effort. The plan is applicable to the software development lifecycle of the application for the [Project Name] system. This includes project management, detailed analysis, business process re-engineering, design, configuration, modification, extension, construction, data conversion, testing, pilot, installation, implementation, training, and temporary post-implementation and support of the application.

# Quality Management Approach

This section of the Quality Management Plan describes the approach the organization will use for managing quality throughout the project’s life cycle. Quality must always be planned into a project in order to prevent unnecessary rework, waste, cost, and time. Quality should also be considered from both a product and process perspective. The organization may already have a standardized approach to quality, however, whether it is standard or not, the approach must be defined and communicated to all project stakeholders.

The quality management approach for [Project Name] will help ensure quality is planned for both the product and processes. In order to be successful, this project will meet its quality objectives by utilizing an integrated quality approach to define quality standards, measure quality and continuously improve quality. This QMP presents the quality management approach by describing the specific processes and metrics to assess process and product quality on the [Project Name] Project.

The [Project Name] project quality approach involves including stakeholders and quality assurance team members early in the project phases. This will allow the team to focus on items related to quality in the initial stages so that specific quality activities and standards are incorporated earlier in the project. The [Project Name] project will also use weekly and monthly project quality measurement reports as a tool to communicate any quality risks or issues that arise.

In the subsequent sections of this document, the following quality management approach elements are described and defined:

* Quality Planning, Quality Assurance, and Quality Control
* Quality activities & standards relevant to [Project Name]
* Appropriate quality metrics and measures for standards for project processes, product functionality, project deliverables, project management performance, documentation, and testing
* QA & QC roles and responsibilities
* Tools & software used to support quality management
* QA & QC problem reporting and resolution plan

# Quality Planning

This section should define the quality requirements and standards to be used for the project. Quality planning should be performed in parallel with the other project planning processes. For example, proposed changes in the product to meet identified quality standards may require cost or schedule adjustments and a detailed risk analysis of the impact to plans.

Inputs to quality planning may include the Scope Baseline (which includes the Scope Statement, the Work Breakdown Structure, and Work Breakdown Structure Dictionary), the Stakeholder Register, Cost Performance Baseline, Schedule Baseline, Risk Register, Enterprise Environmental Factors, and Organizational Process Assets.

Tools and techniques that can be used for quality planning include a Cost-Benefit Analysis, Cost of Quality, Control Charts, Benchmarking, Design Experiments, Statistical Sampling, Flow-Charting and Quality Management Methodologies.

Outputs of quality management planning include the Quality Management Plan, Quality Metrics, Quality Checklists, Process Improvement Plans, and Process Document Updates.

Quality planning is the process of identifying quality requirements and/or standards for the project and product, and documenting how the project will demonstrate compliance. The deliverables and processes to be reviewed for the [Project Name] project, and their corresponding quality standards, are detailed in the Quality Assurance and Quality Control sections of this document.

The QMP is created during the Planning Phase of the project, and is a parallel activity with other processes through the lifecycle of the project. The intended audience is the Senior Project Director/Manager, project team, Project Sponsor and any senior leaders whose support is needed to carry out the plan. Implementation of and compliance with the QMP is the shared responsibility of all project personnel. Both project management and technical staff are thus integrated with and committed to the success of overall quality management.

Quality planning also includes establishing the quality standards, identification of the quality metrics to be applied, creating the quality checklists, and conducting problem remediation activities. These processes are described at a high level below:

***Establish Quality Standards***

This quality planning process establishes the QA & QC standards – the process descriptions, standards, and procedures – the [Project Name] Project Team will use. The Senior Project Director and Quality Manager, in collaboration with the Team Leads and Process Owners, have defined and developed the quality process descriptions, standards, and procedures that are applicable to the [Project Name] project phases.

***Identify Quality Metrics***

This quality planning process identifies the metrics the Team will use. The Senior Project Director and Quality Manager, in collaboration with the Team Leads and Process Owners, have identified and developed the quality metrics applicable to the [Project Name] project. The metrics, which are based on the quality standards established by the Project Team, will be refined during the different phases of the project, and documented in updates to this Quality Management Plan. The Project Team will use the quality metrics to evaluate whether the project is achieving its goals.

***Create Quality Checklists***

This quality planning process identifies the quality checklists the Team will use. The Senior Project Director and Quality Manager, in collaboration with the Team Leads and Process Owners, have defined and developed the quality checklists that are applicable to the [Project Name] project. The Project Team will use the quality checklists an integral part of the process and product quality reviews. The Process Quality Assurance and Product Quality Assurance sections of this Quality Management Plan discuss the application of these checklists to the respective quality assurance processes.

These checklists are included in the Product and Process Quality Checklist sections of this document.

***Problem Remediation***

The [Project Name] Senior Project Director will schedule separate meetings as needed to determine corrective actions and process improvements. The results of the activities are then acted on, where possible, to improve the success of future project phases by incorporating experiences and lessons learned into subsequent phase planning activities. Through the incorporation of quality management recommendations from the preceding review stage into the activities and related deliverables for the next stage, the quality of project activities and deliverables will increase incrementally throughout the project life cycle. This approach minimizes issues at the end of the project and facilitates a successful go-live.

# Quality Assurance

This section should explain how to define and document the process for auditing the quality requirements and results from quality control measurements for compliance to quality standards. The following actions should be completed as part of Quality Assurance planning:

* Identify key processes to be reviewed
* Identify quality review standards
* Identify stakeholder expectations for effective business process
* Describe the Quality Assurance activities & tools
* Establish measurement timelines & resultant actions

Inputs to quality assurance may include the Project Management Plan, including the Quality Management Plan and Process Improvement Plan, Quality Metrics, Work Performance Information and Quality Control Measurements.

Tools and Techniques that can be used for quality assurance include, but are not limited to, Quality Audits, Process Analysis, Inspection, Control Charts, Cause and Effect Diagrams, Quality Control Logs, Root Cause Analysis, and Process Flow Mapping.

Outputs of quality assurance could include Organizational Process Assets Updates, Change Requests, Project Management Plan Updates and Project Document Updates.

Quality assurance, which is focused on the project processes, provides confidence that the quality requirements can be fulfilled and helps ensure that the project processes used to manage and deliver the project’s product or service are effective and being applied. In order to ensure quality, an iterative quality process will be used throughout the project life cycle. This iterative process includes measuring process metrics, analyzing process data, and continuously improving the processes.

To identify, assess, respond to, monitor, and control project quality, all [Project Name] stakeholders will be involved.

The Senior Project Director will schedule regularly occurring meetings to review the findings of the quality assurance activities. In these reviews, an agenda item will include a review of project processes, any discrepancies and/or audit findings from the Quality Manager or other assigned project team owner, and a discussion on process improvement initiatives. These reviews, findings, and assessments should result in some form of process and/or product improvement. All process improvement efforts must be documented, implemented, and communicated to all team members as changes are made.

The matrix below describes the quality assurance standards for the [Project Name] project:

| **Project Process** | **Quality Assurance Standard** | **Inputs Include:** |
| --- | --- | --- |
| Project Schedule Management | * Objective: Verification that Project Schedule Management activities are performed via a documented process. * Per the Project Schedule Management Plan:   + Project schedule review meetings occur   + Project schedule review meetings are well attended   + Modifications to the project schedule approved and tracked   + Impact estimations occurring outside of/prior to the schedule modification process   + Roles and responsibilities are well defined   + Action items from review meetings are documented and tracked to completion | * Schedule Management Plan * Project Schedule Standards |
| Design Review | * Objective: Verification that Design Review activities are performed via a documented process. * Per Design Review standards document:   + Design review meetings occur   + Design review meetings are well attended   + Modifications to the design documents are approved, tracked, and documented appropriately   + A process is in place to communicate design changes to the Development and Testing teams   + Roles and responsibilities are well defined   + Executive review and analysis of design quality, based on checklists, occurs on schedule   + Design review processes are implemented to ensure that the design inputs were correctly selected and incorporated | * Design Standards * Design Review Process Document |
| Change Management | * Objective: Verification that Change Management activities are performed via a documented process. * Per Change Management Plan:   + Change Management meetings occur   + Meetings are well attended   + Agenda created for each meeting and distributed 24 hours prior   + Minutes for each meeting posted within 24 hours of meeting end   + A process is in place to communicate approved changes to the Development and Testing teams   + Roles and responsibilities are well defined | * Change Management Plan * Change Control Board Guidelines * Project Management Plan * Change and Configuration Management Standards and Guidelines |
| Risk & Issue Management | * Objective: Verification that Risk & Issue Management activities are performed via a documented process. * Per Risk & Issue Management Plan:   + Meetings are well attended   + Agenda created for each meeting and distributed 24 hours prior   + Minutes for each meeting posted within 24 hours of meeting end   + Risks & Issues appropriately categorized based on risk level, impact, etc.   + Roles and responsibilities are well defined   + Risks & Issues are escalated to Senior Management as needed | * Project Management Plan * Risk & Issue Management Plan |
| Peer Review | * Objective: Verification that Peer Review activities are performed via a documented process. * Per Peer Review document:   + Peer reviews in place and results are documented   + Formal and informal reviews in place | * Development Plan * System Development Standards and Guidelines * Functional Design Plan |
| Test Management (Software Validation and Verification) | * Objective: Verification that Test Management activities are performed via a documented process. * Per Test Management Plan:   + Test review procedures are well-defined   + Rigorous verification approach in place and being used   + Test procedures are self-explanatory (can be understood by someone other than the author)   + Test results are tracked in the testing tool   + Appropriate for degree of software criticality | * Test Standards and Guidelines * Test Management Plan & Approach |
| Defect Management | * Objective: Verification that Defect Management activities are performed via a documented process. * Per Defect Management Plan:   + Defect process is being followed per approved defect management plan   + Defects are tracked in the Defect Management tool   + Defects reports are produced as agreed in the defect management plan | * Production Support Standards and Guidelines * Test Management Plan * Defect Management Standards & Guidelines |

# Quality Control

This section describes how to define and document the process for monitoring and recording the results of executing the quality activities to assess performance and recommend necessary changes. Quality control applies to the project’s product as opposed to its processes. It should include the acceptable standards and/or performance for the product and how these measurements will be conducted. The following actions should be completed as part of Quality Control planning:

* Identify key deliverables to be reviewed
* Identify quality review standards
* Identify completeness and correctness criteria as defined by the customer
* Describe the Quality Control activities & tools
* Establish measurement timelines & resultant actions
* Identify owners of ongoing monitoring and improvement of project processes

Inputs to quality control may include the Project Management Plan, Quality Metrics, Quality Checklists, Work Performance Measurements, Approved Change Requests, Updated Documentation Deliverables and Organizational Process Assets.

Tools and Techniques that can be used for quality control include Cause and Effect Diagrams, Control Charts, Flowcharting, Histograms, Pareto Charts, Run Charts, Scatter Diagrams, Statistical Sampling, Inspection and Approved Change Requests Review. The Senior Project Director should evaluate the techniques and decide which to use based on the project details, inputs and experience.

Outputs of quality control could include Quality Control Measurements, Validated Changes, Validated Deliverables, Change Requests, Organizational Process Assets Updates, Project Management Plan Updates and Project Document Updates.

Quality control is focused on the products and deliverables of the project. It is the process of monitoring project deliverables to verify that the deliverables are of acceptable quality and are complete and correct, and includes the inspection, analysis, and actions required to ensure quality output. The [Project Name] QC process involves the following steps:

* Verifying, validating, and monitoring of work products to ensure the requirements for quality and scope of work are being fulfilled
* Inspecting deliverables and documentation and comparing these items to a standard of quality defined by the stakeholders of the project
* Verifying that both the user’s requirements and technical specifications are met before and after the work product is approved and is promoted into a stable production environment
* Monitoring output of workflows progress, detecting problems and defects, and allowing for corrections prior to delivery of work products or services

The Senior Project Director will schedule regularly occurring project, management, and document reviews. In these reviews, an agenda item will include a review of products, any discrepancies and/or audit findings from the quality manager/quality reviewer, and a discussion on product improvement initiatives.

The matrix below describes the quality control standards for the [Project Name] project:

| **Project Product** | **Quality Control Standards** | **Inputs Include:** |
| --- | --- | --- |
| Project Schedule Inspection | * Resource allocations do not exceed 100% * Plan is base lined * All tasks (excluding summary & milestone) have resources assigned * All project phases realistically represented | * Project Plan Document * Project Schedule Standards |
| Change Management Documentation Review | * CCB minutes are updated weekly with next actions, owners, and due dates * Change Orders are properly documented and contain all necessary impact assessments and approvals * Approved change orders are reflected in the schedule | * Change Management Plan * Change Control Board Guidelines * Project Management Plan * Change and Configuration Management Standards and Guidelines |
| Risk & Issue Management Documentation Review | * Risks & Issues are properly documented in the tracking tool * Risks & Issues not open greater than 30 days * Risks & Issues properly categorized | * Project Management Plan * Risk & Issue Management Plan |
| Requirements Traceability Matrix audit | * User requirements are traced to software requirements * Requirements uniquely identified and traced to design document(s) | * Design Standards & Guidelines * Requirements Management Plan |
| Test Plan & Use Case Review/Inspection | * Review post-test execution related artifacts including test reports, test results, problem reports, updated requirements verification matrices, etc.   + Integration test design exists for every interface   + Unit test plan defines coverage requirements   + System test design for each software component   + Realistic testing & repair work estimates in project schedule | * Test Standards and Guidelines * Test Management Plan & Approach * Requirements Management Plan |
| Design Document Inspection | * Proper template used to create the design * Approvals obtained and documented in the design or a corresponding document * Design free of spelling and grammar errors | * Design Standards & Guidelines * Functional Design Plan |
| Defect Inspection | * Failed tests are repeated after correction * Defect triage process in use and effective * Defects are categorized per the plan (type, cause, module) * Test anomalies are identified, documented, addressed, and tracked to closure | * Production Support Standards and Guidelines * Test Management Plan * Defect Management Standards & Guidelines |

# Quality Management Roles and Responsibilities

Quality Management is the responsibility of all members of a project team and this section should describe the primary roles and responsibilities of the project staff as it relates to the practice of Quality Management for the project. Indicate responsibilities for activities such as mentoring or coaching, auditing work products, auditing processes, participating in project reviews, etc. The roles and responsibilities should be clearly defined, documented, and agreed upon between the Senior Project Director, Project Sponsor, and Quality Manager (if applicable).

All members of the [Project Name] project team will play a role in quality management. It is imperative that the team ensures that work is completed at an adequate level of quality from individual work packages to the final project deliverable.

Quality roles and responsibilities for the [Project Name] Project are as follows:

*[Project Name] Project Sponsor*

* Responsible for approving all quality standards for the [Project Name] Project
* Review quality reports and assist in resolution of escalated issues
* Sign off authority on the final acceptance of the project deliverables

*[Project Name] Senior Project Director*

* Implement the Quality Management Plan to ensure all tasks, processes, and documentation are compliant with the plan
* Responsible for quality management throughout the duration of the project
* Collaborate with the Quality Manager, Quality Specialists, and Process Owners in the development of quality metrics and standards by phase
* Ensure team member compliance with quality management processes
* Support the Quality Manager in securing resources to perform quality management
* Participate in quality management reviews as required
* Provide oversight to the closure of corrective actions arising from quality reviews
* Communicate quality standards to the project team and stakeholders

*[Project Name] Quality Manager*

* Provide overall leadership of quality management activities, including managing quality reviews and overseeing follow-on corrective actions
* Develop and maintain the project software quality assurance plan
* Generate and maintain a schedule of software quality assurance activities
* Collaborate with the Senior Project Director, Quality Specialists, and Process Owners in the development of quality metrics and standards
* Schedule and perform evaluations of process quality assurance reviews
* Escalate non-compliance issues to the Senior Project Director.
* Update the Quality Management Plan and maintain the overall quality standards for the [Project Name] Project processes and products.
* Provide oversight to the closure of corrective actions arising from quality reviews

*[Project Name] Quality Specialists/Team Leads/ Managers*

* Oversee and support the application of quality standards for the [Project Name] Project processes and products to their respective team members
* Collaborate with the Senior Project Director, Quality Manager, and Process Owners in the development of the quality plan, including quality metrics and standards.
* Participate in quality management reviews as required
* Perform QA activities and QC inspections as appropriate
* Recommend tools and methodologies for tracking quality and standards to establish acceptable quality levels
* Create and maintain Quality Control and Assurance Logs throughout the project
* Conduct process and product assessments, as described within this plan, using objective criteria
* Communicate results from assessments with relevant stakeholders
* Ensure resolution of non-compliance instances and escalate any issues that cannot be resolved within the project
* Identify lessons learned that could improve processes for future products
* Develop and maintain metrics

*[Project Name] Process Owners*

* Oversee and support the application of quality standards for the [Project Name] Project processes to their assigned processes
* Collaborate with the Senior Project Director, Quality Manager, and Quality Specialists in the development of quality metrics and standards
* Participate in quality management reviews as required

**Quality Management Records and Reports**

This section should contain general information regarding the types of records and reports that will be created and retained as part of the project quality activities. The retention location and the format of reports and data will vary from project to project.

The [Project Name] project team will maintain records that document assessments performed on the project. Maintaining these records will provide objective evidence and traceability of assessments performed throughout the project’s life cycle. Example records include the process and product assessments reports, completed checklists, metrics, and weekly/monthly status reports. The project team will use a shared document repository to contain the reporting data and the reports produced as part of the quality activities and reviews. The records will be maintained through the implementation phase of the project.

# Quality Measurements & Tools

This section should contain a sample or useable table/log to be used in taking quality measurements and comparing them against standards/requirements. These forms may be found in many different styles or formats. The most important aspect of this log is to provide documentation of the findings. If actual measurements do not meet the standards or requirements then some action must be taken. This may be done in regularly scheduled project status meetings or as necessary throughout the project lifecycle. The BSD team is working toward the creation of a standard Project Measurements and Metrics plan for application to all projects.

The [Project Name] products and processes identified in the quality planning sections of this document must be measured and should fall within the established standards and tolerances. When QC measurements do not meet the agreed-upon quality levels, the Senior Project Director and Project Sponsor will define the action steps for the discrepancies. Actions may vary depending on the process or the deliverable being inspected or reviewed.

The tables below are examples of quality assurance/quality control logs that may be used by the [Project Name] Project Team in conducting these measurements. These logs will also be retained as supporting documentation.

**Quality Control Log**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Exception ID Number** | **Review Date** | **Deliverable Reviewed** | **Findings** | **Resolution** | **Resolution Date** |
| QC-Exc-1 |  |  |  |  |  |
| QC-Exc-2 |  |  |  |  |  |
|  |  |  |  |  |  |

**Quality Assurance Log**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Exception ID Number** | **Review Date** | **Process Reviewed** | **Findings** | **Resolution** | **Resolution Date** |
| QA-Exc-1 |  |  |  |  |  |
| QA-Exc-2 |  |  |  |  |  |
|  |  |  |  |  |  |

The [Project Name] team may use many different tools when performing quality management activities for the project. These tools are listed below:

Software Quality Tools

* Microsoft Office Tools (i.e. Project, Word, Excel, and PowerPoint)
* Defect Management Repository & Defect Tracking Software
* Test Management Software
* Test Management Repository

Project Management Tools

* [Project Name] Server
* [Project Name] Risk & Issue Management System
* Software Vendor Web sites and/or Software Development Lifecycle Asset/Artifact(s) Repositories (as applicable)
* Deliverables Repository
* Software Vendor Problem Reporting
* Schedule Management and Tracking software

# Quality Management Problem Resolution

This section describes the processes and procedures for documenting and resolving issues discovered during the quality review activities. Escalation procedures should also be documented and defined in this section.

The [Project Name] Senior Project Director will monitor quality and report exceptions to the executive sponsors (Steering Committee) and the project sponsor as part of monthly status reporting, or more frequently if conditions warrant.

The QA & QC activities will occur on a monthly basis, and may be measured monthly or weekly depending on the approved schedule. For each review, the QA/QC logs will be completed by the reviewer. Within one week of review, the results of the quality activities will be reviewed with the Process Owner/Manager for that specific activity. During this review, the Senior Project Director, Process Owner/Manager, and the Quality Reviewer will document the plan for resolving the quality issues detailed in the Activity Report. The Senior Project Director is responsible for the consolidation of the review results into a monthly report that is provided to the Project Sponsor and the Executive Project Steering Committee.

The Quality Assurance and Quality Control logs will be used to itemize, document and track to closure items reported through quality management activities. Aged quality issues (<30 days since creation) will be escalated to the Senior Project Director and Quality Manager for response and resolution. The Senior Project Director may escalate to the Project Sponsor and Executive Steering Committee as necessary.

# Acceptance

(This section should be modified for best application to specific projects. Include all project team members that should have some level of authority regarding document review and approval.)

Approved by:

Date:

<Approvers Name>

[Project Name] Executive Sponsor

Date:

<Approvers Name>

[Project Name] Business Sponsor

Date:

<Approvers Name>

[Project Name] Project Director/Manager

Date:

<Approvers Name>

[Project Name] Stakeholder

# Review Checklist: Product Quality Control



**Project:**

**Reviewed By:**

**Review Date(s):**

|  |  |  |  |
| --- | --- | --- | --- |
| **Project Schedule** | | | |
|  | **Yes** | **No** | **Comments** |
| Resource allocations do not exceed 100%? |  |  |  |
| Project Schedule (MS Project Plan or other schedule tool) is base lined? |  |  |  |
| All tasks (excluding summary & milestone) have resources assigned? |  |  |  |
| All project phases realistically represented? |  |  |  |
| **Change Management Documentation Review** | | | |
|  | **Yes** | **No** | **Comments** |
| CCB minutes are updated weekly with next actions, owners, and due dates? |  |  |  |
| Change Orders are properly documented and contain all necessary impact assessments and approvals? |  |  |  |
| Approved change orders are reflected in the schedule? |  |  |  |
| **Risk & Issue Documentation Review** | | | |
|  | **Yes** | **No** | **Comments** |
| Risks & Issues are properly documented in the tracking tool? |  |  |  |
| Risks & Issues not open greater than 30 days? |  |  |  |
| Risks & Issues properly categorized? |  |  |  |
| **Requirements Traceability Matrix Audit** | | | |
|  | **Yes** | **No** | **Comments** |
| User requirements are traced to software requirements? |  |  |  |
| Requirements uniquely identified and traced to design document(s)? |  |  |  |
| Have business processes impacted by the project been identified? |  |  |  |
| **Test Plan & Use Case Review/Inspection** | | | |
|  | **Yes** | **No** | **Comments** |
| Unit test plan defines coverage requirements? |  |  |  |
| System test design for each software component? |  |  |  |
| Realistic testing & repair work estimates in project schedule? |  |  |  |
| Integration test design exists for every interface? |  |  |  |
| **Design Document Inspection** | | | |
|  | **Yes** | **No** | **Comments** |
| Approvals obtained and documented in the design or a corresponding document? |  |  |  |
| Design free of spelling and grammar errors? |  |  |  |
| Proper template used to create the design? |  |  |  |



**General Observations**

[Replace this text with information regarding the results of the quality assessment.]

**Actions**

|  |  |  |  |
| --- | --- | --- | --- |
| **ID** | **Action Item** | **Assigned To** | **Due By** |
|  |  |  | [mm/dd/yyyy] |
|  |  |  | [mm/dd/yyyy] |
|  |  |  | [mm/dd/yyyy] |

**Comments**

[Replace this text with comments.]

**Approvals**

**Project Customer:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date: \_\_\_/\_\_\_/\_\_\_\_**

**Project Sponsor:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date: \_\_\_/\_\_\_/\_\_\_\_**

**Senior Project Director:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Date: \_\_\_/\_\_\_/\_\_\_\_**

**Reviewer:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date: \_\_\_/\_\_\_/\_\_\_\_**

# Review Checklist: Process Quality Assurance



**Project:**

**Reviewed By:**

**Review Date(s):**

|  |  |  |  |
| --- | --- | --- | --- |
| **Project Schedule Management** | | | |
|  | **Yes** | **No** | **Comments** |
| Project schedule review meetings occur? |  |  |  |
| Project schedule review meetings are well attended? |  |  |  |
| Modifications to the project schedule approved and tracked? |  |  |  |
| Impact estimations occurring outside of/prior to the schedule modification process? |  |  |  |
| Roles and responsibilities are well defined? |  |  |  |
| Action items from review meetings are documented and tracked to completion? |  |  |  |
| **Design Review** | | | |
|  | **Yes** | **No** | **Comments** |
| Design review meetings occur? |  |  |  |
| Design review meetings are well attended? |  |  |  |
| Modifications to the design documents are approved, tracked, and documented appropriately? |  |  |  |
| A process is in place to communicate design changes to the Development and Testing teams? |  |  |  |
| Roles and responsibilities are well defined? |  |  |  |
| Executive review and analysis of design quality, based on checklists, occurs on schedule? |  |  |  |
| Design review processes are implemented to ensure that the design inputs were correctly selected and incorporated? |  |  |  |
| **Change Management** | | | |
|  | **Yes** | **No** | **Comments** |
| Change Management meetings occur? |  |  |  |
| Meetings are well attended? |  |  |  |
| Agenda created for each meeting and distributed 24 hours prior? |  |  |  |
| Minutes for each meeting posted within 24 hours of meeting end? |  |  |  |
| A process is in place to communicate approved changes to the Development and Testing teams? |  |  |  |
| Roles and responsibilities are well defined? |  |  |  |
| **Risk & Issue Management** | | | |
|  | **Yes** | **No** | **Comments** |
| Meetings are well attended? |  |  |  |
| Agenda created for each meeting and distributed 24 hours prior? |  |  |  |
| Minutes for each meeting posted within 24 hours of meeting end? |  |  |  |
| Risks & Issues appropriately categorized based on risk level, impact, etc.? |  |  |  |
| Roles and responsibilities are well defined? |  |  |  |
| Risks & Issues are escalated to Senior Management as needed? |  |  |  |
| **Peer Review** | | | |
|  | **Yes** | **No** | **Comments** |
| Peer reviews in place and results are documented? |  |  |  |
| Formal and informal reviews in place? |  |  |  |
| **Test Management (Software Validation and Verification)** | | | |
|  | **Yes** | **No** | **Comments** |
| Test review procedures are well-defined? |  |  |  |
| Rigorous verification approach in place and being used? |  |  |  |
| Test procedures are self-explanatory (can be understood by someone other than the author)? |  |  |  |
| Test results are tracked in the testing tool? |  |  |  |
| Appropriate for degree of software criticality? |  |  |  |
| Test review procedures are well-defined? |  |  |  |
| **Defect Management** | | | |
| Defect process is being followed per approved defect management plan? |  |  |  |
| Defects are tracked in the Defect Management tool? |  |  |  |
| Defects reports are produced as agreed in the defect management plan? |  |  |  |



**General Observations**

[Replace this text with information regarding the results of the quality assessment.]

**Actions**

|  |  |  |  |
| --- | --- | --- | --- |
| **ID** | **Action Item** | **Assigned To** | **Due By** |
|  |  |  | [mm/dd/yyyy] |
|  |  |  | [mm/dd/yyyy] |
|  |  |  | [mm/dd/yyyy] |

**Comments**

[Replace this text with comments.]

**Approvals**

**Project Customer:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date: \_\_\_/\_\_\_/\_\_\_\_**

**Project Sponsor:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date: \_\_\_/\_\_\_/\_\_\_\_**

**Senior Project Director:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date: \_\_\_/\_\_\_/\_\_\_\_**

**Reviewer:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date: \_\_\_/\_\_\_/\_\_\_\_**