



Your Company Name

Quality Plan

Date

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Revision History

Date	Version	Author	Change

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1 Purpose

Identify the project quality plan’s purpose and how it meets specific project needs.

2 Quality Management Method

Use the following sections to identify the project quality plan components or modify these sections to meet your needs.

Managing project quality requires an approved quality plan encompassing three major quality processes identified below. The quality plan is developed and approved during the project planning phase to confirm major deliverables/milestones acceptance criteria and to manage approved project processes.

2.1 Quality Plan Processes

2.1.1 Quality Assurance

Quality assurance activities focus on the processes being employed to manage and deliver the solution to evaluate overall project performance on a regular basis. Quality assurance is a method to ensure the project will satisfy the quality standards and will define and record quality reviews, test performance and customer acceptance.

2.1.2 Quality Control

Quality control activities are performed continually to verify that project management and project deliverables are of high quality to meet quality standards. Quality assurance also helps uncover causes of unsatisfactory results and establish lessons learned to avoid similar issues in this and other projects.

2.1.3 Quality Control

Project team members and key stakeholders agree at the project planning stage on formal project processes and major deliverable acceptance criteria that will be used to evaluate final deliverable results before the results are formally approved.



2.2 Project Overview

Describe the background and context for the project to provide its justification. Identify the business value of the proposed deliverables. This section can be copied from the project charter or the business requirements. The project goals/objectives or scope statement are usually sufficient. This overview can include a high-level view of the project schedule, assumptions, dependencies, risks and costs.

2.3 Quality Standards

List all quality standards previously defined by the company or organization that this project will follow for its deliverables. Include a description of how the project will satisfy the quality standards.

Quality Standard	How Project Will Deliver

2.4 Quality Tools

List all quality-related tools that the project will employ, how the tools will be used, and who will be responsible for managing and reporting from these tools.

Quality Tool	How will Tool be Used	Responsible Party



2.5 Quality Manager’s Responsibilities

Establish who will be the quality manager for the project and if this will be a full-time or part-time role. Outline the quality manager’s responsibilities in this role. Discuss how the quality manager will interact with the project manager and other team members in accomplishing these responsibilities. Other quality management roles and responsibilities for the project are outlined in this document.

3 Project Quality Assurance

Quality assurance helps to establish if a deliverable based on the processes used to create it. Quality assurance processes are used to evaluate overall project performance frequently and to determine that quality reviews were held, deliverables tested, and customer acceptance acquired.

3.1 Quality Assurance Procedures

List the major quality assurance activities and processes that the project will include.

QA Activities	QA Processes

3.2 Project Monitoring Processes

Define the monitoring and control processes planned for the project and how they will satisfy project quality standards and ensure project quality. Specify how the quality manager will obtain project-related information and how that information will be used to control the process.

3.3 Project In-Process Quality Monitoring

Describe the quality metrics and measurements to be used as a part of each work process in the project. Identify in-process measurement points, and identify who on the project team will be responsible for managing the quality metric checkpoints.



4 Project Quality Control

4.1 Project Deliverables

Write a high-level description of all key, measurable deliverables of the project that will be tested for satisfactory quality level.

4.2 Project Quality Control Procedures

List the quality control activities and processes that this project will include.

QA Activities	QA Processes

4.3 Project Deliverables Test & Acceptance Process

Define the planned test and acceptance processes that will be used to validate project deliverable quality, and describe how these processes will verify deliverable quality.

4.4 Project Deliverables Acceptance Criteria

Define the deliverable quality assurance criteria based on quality standards for project deliverables as the criteria will be used in acceptance testing. Establish how the criteria will be used to assess project quality.



5 Project Audits & Quality Reviews

Identify the project quality audits and reviews that will be performed. Discuss the planned schedule. Describe how the results of these audits and reviews will be factored into project planning and implementation. Discuss the process of lessons-learned reviews and how those lessons can benefit the project team as the project continues.

Project Quality Audit Review	Planned Date	Quality Review Auditor	Comments

6 Management Escalation Plan

Define the plan for escalating unresolved quality noncompliance issues up the management chain. The standard initial level of escalation is from the project manager to their immediate manager.

Escalation Level	Management Title	Name



7 Quality Team Roles & Responsibilities

Identify quality-related responsibilities of the project team and list specific task-related quality responsibilities, including responsibility for specific acceptance tests and project audits.

Project Team Role	QA Responsibilities	QC Responsibilities

8 Quality Plan Audit Log

List all quality-related issues and resolutions resulting from quality audits and reviews.

Quality Review Date	Activity Reviewed	Issue	Resolution



9 Quality Plan Approvals

Action	Individual	Electronic Signature
Prepared By:	Project Manager	
Approved By:	Project Sponsor	
	Executive Sponsor	
	Client Sponsor	

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