Project Quality Management Plan

Eco-Natural Skin Care Australia Website Development Project

Purpose

Outline the purpose of the Quality Management Plan

(150 to 200 words approx.)

The student must outline the purpose of the QMP. Answers must match or be of similar wording to the following.

*The purpose of the Quality Management Plan is to describe how quality will be managed throughout the lifecycle of the **Eco-Natural Skin Care Australia's Website Development Project**. It will define how the Project Team will implement, support, and communicate project quality practices for use with the project.*

The Quality Management Plan:

- *includes the processes and procedures for conducting quality planning, quality assurance, quality control and continuous process improvement.*

- *will assist the Project Manager to determine if deliverables are being produced to an acceptable quality level*

- *will determine if the project processes used to manage and create the deliverables have been effective and properly applied.*

*In summary, the Quality Management Plan for the **Eco-Natural Skin Care Website Development 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*

- *Defines roles and responsibilities for quality management activities*

Quality objectives

Describe the quality objectives

(120 to 150 words approx.)

The student must describe the quality objectives agreed during the consultation meeting. For example, The following are the quality objectives of the project that reflect the overall intentions to be applied with regard to quality throughout the project.

***Effective Project Delivery**: To facilitate the delivery of the project on time and within +/- 10% budget, with successful achievement of the Project Objectives as defined in the project charter.*

***Effective Project Managemen**t: To ensure that the project management methodology is adhered to and all key processes involved in project management are undertaken effectively for the project. Including output of deliverables that align with the developed Project Framework:*

- *Project Proposal*

- *Project Charter*

- *Stakeholder Register*

- *Steering Committee Terms of Reference*

- *Communication Plan*

- *Risk Management*

- *Quality Management Plan*

- *Project Management Plan*

- *Post Implementation Review*

- *Change Request Process*

Fit for Purpose Deliverables: *Deliverables are efficient, effective and meet the requirements of all project team and stakeholder members.*

Customer Satisfaction: *Major stakeholders are satisfied with the final project outcome.*

Quality Standards and Metrics

The student should include the quality standards agreed during the consultation meeting for the Eco-Natural Skin Care Website Development Project.

Quality metrics should be chosen for each quality standard. Each should include an explanation of how the metric applies to the quality of the product or process it is being used to measure. Additionally, any thresholds or limits should be clearly stated.

Metrics should always be clear, measurable, controllable, and reportable.

(230 to 250 words approx.)

Quality Standard 1: *Project objectives are aligned to organisational objectives*
Quality Metric: *Project objectives are checked to ensure they align to organisational objectives.*

Quality Standard 2: *Clear communication of goals and status of project to project team members and external stakeholders as required.*
Quality Metric: *All project team members and external stakeholders are regularly informed about project status and goals.*

Quality Standard 3: *Sufficient resources and budget are allocated to the project.*
Quality Metric: *There is no budget shortfall during project lifetime.*

Quality Standard 4: *Project schedule is agreed to by the Project Team as achievable.*
Quality Metric: *Consensus confirmation at kick off meeting.*

Quality Standard 5: *Processes are in place for management approval.*
Quality Metric: *Management approval processes are clearly stated in the Project Quality Management Plan.*

Quality Standard 6: *User training needs have been considered and relevant training put in place*
Quality Metric: *All users are capable of operating website.*

Quality Standard 7: *Changes to scope or schedule are reviewed and approved by all involved.*
Quality Metric: *Changes to scope or schedule are presented to the Project Team at the next meeting.*

Quality Standard 8: *All development documentation is complete and accessible*
Quality Metric: *All development documentation can be easily located and is without omissions.*

Quality Standard 9: *Design is user friendly*

Quality Metric: Website can be used effectively by all.

Quality Standard 10: Design meets accessibility standards.

Quality Metric: Website can be used effectively by all.

Quality Assurance and Control Mechanisms

Explain how proposed changes to the project will be submitted – process to follow and documents to use.

(70 to 100 words approx.)

The student must identify quality assuance and control mechanisms and must include:

All proposed changes to the project must be submitted through the formal Change Management process. The staff member proposing the change must complete a Change Request Form and provide a detailed description of the proposed change and an analysis of the project impact.

The completed Change Request will be taken to the relevant person according to Project governance structure. If approved, the Project Manager will update the Project Plan and any other relevant documentation.

Quality roles and responsibilities

Identify the responsibility of the Project Manager and others. Who has responsibility for project quality and informing project stakeholders of project quality requirements? What is the responsibility of employees?

(70 to 100 words approx.)

The student must identify quality roles and responsibilities. As per the standards, ensure students responses include:

- *ensure quality policy and objectives are in place*
- *provide sufficient resources*
- *clearly communicate roles, responsibilities and authorities*

For example,

The Project Manager must:

- *ensure quality policy and objectives are in place*
- *provide sufficient resources*
- *clearly communicate roles, responsibilities and authorities*

Each employee must understand the QMS, quality policy and objectives and their role in contributing to quality within the organisation.

Quality methods, techniques and tools to resolve quality issues

Describe what will be used to resolve quality issues.

(70 to 100 words approx.)

The student must describe methods, techniques and tools to resolve quality issues. Methods, techniques and tools must be the same identified during the consultation meeting. An example response is provided below.

A range of quality methods, techniques and tools will be used in this project to resolve quality issues. These include:

- *brainstorming within the project team and with other staff if required*
- *analysis of project status reports and other key documentation.*

Quality control and assurance problem reporting

Explain how project quality issues are identified and controlled or resolved.

(70 to 100 words approx.)

The student must explain how quality control issues are identified and controlled or resolved. A range of techniques are provided in the learner guide so there may be some variations. For example,

If project quality issues are identified, these will be discussed with the Project Team at the next project team meeting.

All problems are to be resolved or delegated within the meeting, with weekly follow-up until the problem has been resolved.