CBSA
Complete Business Solutions
Australia

Quality Assurance Audit Report

Eco-Natural Skin Care Australia Business Website Development Project

Project outcomes to date and effectiveness of quality management processes and procedures

Review the project outcomes against performance requirements and determine the effectiveness of quality-management processes and procedures

Documents reviewed:
(List all documents reviewed)

Students' words will vary but their responses must list all documents reviewed, as in the examples in the sample answer.
The following documents were reviewed to determine the effectiveness of quality management processes and procedures:
- *Project Management Plan Summary*
- *Interim Project Status Report*
- *Final Project Status Report*
- *Project Schedule*
- *Project Finances Report*
- *Website Developer Report*

Key findings:
(100 to 150 words approx.)

Students' words will vary but their responses must identify their key findings as in the examples in the sample answer.
Key findings include:
- *Project objectives are clearly aligned to organisational objectives as the project management plan clearly addresses the organisation's objectives.*
- *An analysis of the project schedule shows that weekly meetings were scheduled in. The schedule weekly meetings have not occurred as can be seen from the Progress Report – Customer Service Officer. An initial meeting was held to confirm the brief but no further meetings since then.*
- *Dates were agreed with the website developer. The developer has reported that these cannot be met. This is not a failure of the quality assurance processes, as regular progress against timeframes have still been met*
- *There is a budget overrun. Again, the quality assurance process has not failed as this overrun has been identified.*

Quality Control

Assess the quality control of the project according to agreed quality specifications.
(50 to 70 words approx.)

Documents reviewed:
(List all documents reviewed)

Students' words will vary but their responses must identify the documents that were reviewed as in the examples in the sample answer.

The following documents were reviewed to determine the effectiveness of quality management processes and procedures
- *Project management plan summary*
- *Web site developer report*

Key findings:
Students' words will vary but their responses must identify key findings pertaining to the documents reviewed as in the example in the sample answer.

Key findings include:
- *Accessibility standards have been incorporated into the design of the website.*
- *Layout appears to be comprehensive with discreet pages.*

Variance

Identify causes of variance to quality metrics
(15 to 25 words approx.)

Students' words will vary but their responses must identify causes of variance to quality metrics as in the example in the sample answer.

Increased work levels lead to difficulty in providing feedback to the website developer to ensure timelines are met.

Recommendations

Recommendations to address variations
(40 to 60 words approx.)
Students' words will vary but their responses must include recommendations to address variations as in the example in the sample answer.

The Project Manager needs to be able to delegate some of his other duties to other colleagues during the website development phase, so that he can provide feedback.
The Project Manager will send a memo indicating approval for such to action these recommendations.