

MANAGING STAKEHOLDER EXPECTATIONS FOR PROJECT SUCCESS

By Ori Schibi, PMP

Quality Management Plan

Section	Description
Plan Objectives	To provide context and purpose in reference to the specific project needs including inclusions and exclusions of products, services, areas or phases.
Roles and Responsibilities	Identify the stakeholders' involvement, roles, responsibilities and authority and approval levels. The plan must identify those who will be actively involved in defining, planning or taking part in the project quality management process and define their roles and responsibilities for all quality-related activities, including: planning, process reviews, walkthroughs, audits, inspections, training and coaching.
Tools and Techniques	List and define what types of data, sources of data and access to information the project will require to define metrics, measures and standards and to measure their level of conformance to requirements.
The Process	Identify the relevant standards for the project and how to satisfy them, including: metrics, measures, and where applicable, acceptance criteria for these standards and for processes, regulatory, compliance, functionality, deliverables, overall project performance, testing, training, safety and documentation.
Measurements	Identify relevant metrics and applicable monitoring processes to measure quality standards, develop a plan for measuring quality, define methods of data collection, and archive and document timelines for measurements and reporting.
Quality Assurance Procedures	Identify and define actions and metrics for measurement so that there is a system that can report whether project quality is being met and has been achieved. These actions and reviews should be related to and measured against the quality standards defined in the quality plan.
Analysis and Improvement	Analyze quality data, identify and record improvement opportunities and apply the results and learning from the quality process and analysis to minimize gaps between current and desired performance levels. Leverage the findings in order to improve processes and do things better at a lower cost, and if possible, faster (effective and efficient). The improvement process should also include ways to minimize and eliminate unsatisfactory performance.
Quality Control Actions	Outline the monitoring and controlling actions to take place as part of controlling quality throughout the project's lifecycle. Define criteria to determine whether and to what extent quality standards comply with the previously identified standards. It should also identify owners of ongoing monitoring and improvement of project processes and their specific roles and responsibilities.