Quality

Management

- Ensures quality expected by customer is achieved

Mgmt System

- Organisation structure
- Procedures
- Processes

Assurance

- Creates & maintains Quality System
- Monitors its application to ensure it is operated and is effective in achieving an end product that meets quality and customer requirements
- Responsibility normally with org's qlty ass group – could have a proj ass role

Log

- Record of all Qlty Checking in proj
  - IP1 – PM Creates QL
  - CS2 – Update from TM on Qlty checking to be done
  - CS6 – PM checks status of qlty checks planned & carried out
  - MP2 – TM updates QL with details of qlty checks
  - SB5 – PM reviews QL for info re activities & result of prod qlty review
  - CP3 – PM reviews QL for qlty checks made & errors found, for QA function
- Consists of:
  - Description
  - Method of qlty checking
  - Staff responsible
  - Planned date
  - Actual date
  - Result

Planning

- Establishes objectives & requirements for quality
- Lays out the activities for the application of the quality system
- In the PID, the quality methods for the whole project are defined in the Project Quality Plan:
  - Customer's Qlty Expectations
  - Acceptance Criteria
  - Qlty Responsibilities
  - QMS – both customer & supplier
  - Conf Mgmt plan
  - Change Control procedures

Control

- Ensures products meet the quality criteria set out for them - examining products to determine they meet the requirements

Components

- QPE
- CC

Objectives

- Est qlty regime
- Agree Cust qlty expect
- Refine Acc Crit
- Est appr within proj for CC

Achieved by :

- See P49

Review

- Structured procedure to determine whether product is fit for purpose
- User involvement
- Any changes agreed & actions taken
- Complete when any/all req changes made

- Successful Qlty Review result in Approved Products – passed on to Conf Librarian
- Conf Mgmt & Change Control protect Approved Products from unauthorised changes (hence link to qlty)

Checking products are approved

- Establish Customers Qlty expectations
- Acceptance Criteria - measurable

To PM in CS2

QL Updated

Qlty Criteria used

User involvement

Qlty Review

Checkpoint reports

Updates QL

Qlty Checks

MP2

Executing A WP

Processes

CS9

Receiving Completed WP

SU4

Preparing a Proj Brief

Planning Qlty

IP1

- PQP (created)
- QL (created)

Planning A Stage

SB1

Defining & Analysing Products

PL2

- Prod Descriptions (created with Qlty Criteria) - User involved

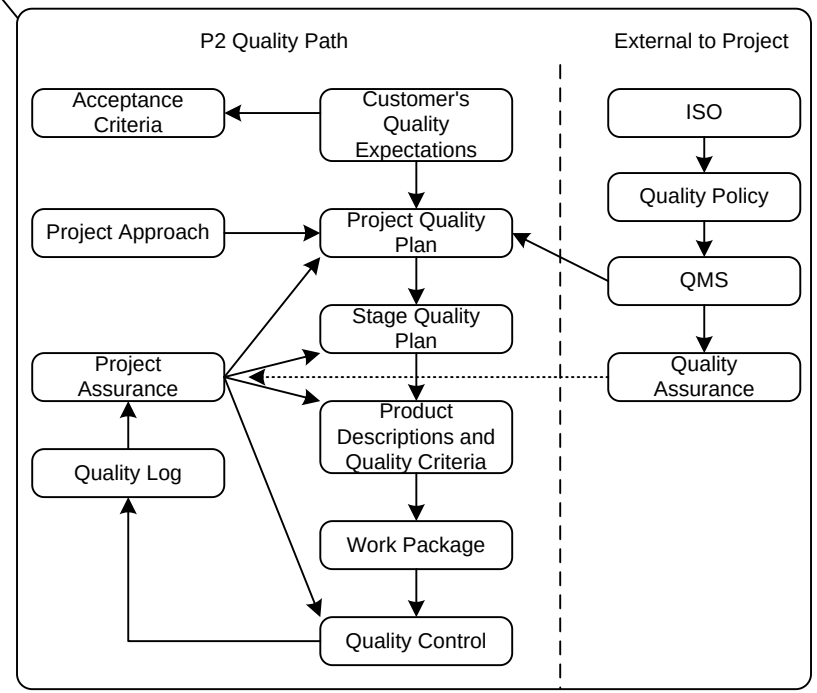
Authorising A WP

CS1

- Prod Descriptions (Qlty criteria attached)
- Attached to WP

Accepting A WP

MP1

- Checking Qlty criteria with TM

- Next SP
  - Prod Descriptions (Qlty criteria attached)
  - Stage Qlty Plan
    - Who, when & how of qlty checks