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**Document: Quality Plan**

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# Project Name

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### Quality Management Approach

The approach for managing quality includes the Quality Plan and three major processes (listed below): The Quality Plan (this document) is completed during the planning phase to validate that the major deliverables are completed with an acceptable level of quality.

**Completeness and Correctness Criteria:** The project team and major stakeholders should agree up front on when each major deliverable is complete and correct. The deliverables are then evaluated against these criteria before they are formally approved.

**Quality Assurance:** Quality assurance activities focus on the processes being used to manage and deliver the solution, and can be performed by an IS Manager, business sponsor, or a third-party reviewer.

**Quality Control:** Quality control activities are performed continually throughout a project to verify that project management and project deliverables are of high quality.

### Project Overview

*Describe the background and context for the project and why it is being undertaken. Speak to the business value of the work being performed. This section can be copied from the Project Definition or similar document.*

### Quality Standards

*List any quality standards that the company or organization has previously defined that this project will follow.*

### Quality Tools

*List any quality-related tools that this project will utilize.*

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### Completeness and Correctness Criteria

*The purpose of the completeness and correctness criteria is to work with the customer up front to define what it means for a deliverable to be considered complete and correct. Then, when you meet those terms, you would expect that the customer would indeed be happy. If you define the criteria and expectations up front, you will be much better able to meet the customer's expectations. In other words, there should be no surprises.*

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### Quality Assurance

*Quality assurance does not refer directly to specific deliverables. It refers to the process used to create the deliverables. In general, quality assurance activities focus on the processes being used to manage and deliver the solution, and can be performed by a manager, customer, or a third-party reviewer. For instance, an independent project reviewer might not be able to tell if the content of a specific deliverable is acceptable or not. However, they should be able to tell if the deliverable seems acceptable based on the process used to create it.*

### Quality Assurance Procedures

This project has included the following quality assurance activities in the project workplan:

*List the major quality assurance activities that this project will perform.*

### Quality Assurance Roles and Responsibilities

Role	Quality Assurance Responsibilities
Project Manager	
Project Quality Reviewer	
Project Sponsor	
Project Team Members	
(Etc.)	

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### Quality Control

*Quality control refers to the activities associated with the creation of project deliverables. It is used to verify that deliverables are of acceptable quality and that they meet the completeness and correctness criteria established in the quality planning process. Quality control is conducted continually throughout a project and is the responsibility of team members and the project manager.*

### Quality Control Procedures

This project has included the following quality control activities in the project workplan:

*List the major quality control activities that this project will perform.*

### Quality Control Roles and Responsibilities

Role	Quality Control Responsibilities
Project Manager	
Project Quality Reviewer	
Project Sponsor	
Project Team Members	
(Etc.)	