# ***Instructions:*** *At the highest of levels Quality Management involves planning, doing, checking, and acting to improve project quality standards. PMI PMBOK breaks the practice of Quality Management into three process groups: Quality Planning (QP), Quality Assurance (QA) and Quality Control (QC). The following sections define how this project will apply each of these practice groups to define, monitor and control quality standards.*

**Quality Roles & Responsibilities**

|  |  |
| --- | --- |
| **Role** | **Responsibilities** |
| **1.** | **1.** |
| **2.** | **2.** |
| **3.** | **3.** |
| **4.** | **4.** |

# **Quality Planning:**

*Identify which quality standards are relevant to the project and how to satisfy them. Identify and define appropriate quality metrics and measures for standards for project processes, product functionality, regulatory compliance requirements, project deliverables, project management performance, documentation, testing, etc. Identifies the acceptance criteria for project deliverables and product performance.*

# **Define Project Quality:**

*Identify quality standards and expectations for customers, the project, organization and federal regulations, define customer and project goals, quality standards, critical success factors, and metrics for which to measure success, and outline acceptance criteria for project deliverables and product performance.*

**Measure Project Quality:**

*Identify desired metrics and related monitoring processes for which to measure quality standard, develop a plan for measuring quality, define methods of data collection and archiving, and document timeframe for measurement and metrics reporting.*

**QUALITY ASSURANCE**:

*Identify and define those actions, and the metrics to measure them, that provide the confidence that project quality is in fact being met and has been achieved. Relate these actions to the quality standards defined in the planning section of this document.*

**Analyze Project Quality:**

*Analyze quality data, document opportunities for improvement and apply what was learned from quality analysis to eliminate gaps between current and desired levels of performance.*

**Improve Project Quality:**

*Identify ways of doing things better, cheaper, and/or faster. For projects, identify ways of eliminating unsatisfactory performance.*

**QUALITY CONTROL:**

*Identify those monitoring and controlling actions that will be conducted to control quality throughout the project’s life. Define how it will be determined that quality standards comply with the defined standards outlined earlier in this document. Identify owners of ongoing monitoring and improvement of project processes.*