[Project]

Quality management approach

Documenting the approach you will take to quality management in this project

[Ref filename & version]

# Contents

[1. Introduction 2](#_Toc487625250)

[2. Quality management process or procedure 2](#_Toc487625251)

[3. Tools and techniques 2](#_Toc487625252)

[4. Records 2](#_Toc487625253)

[5. Reporting 3](#_Toc487625254)

[6. Timing of quality management activities 3](#_Toc487625255)

[7. Roles and responsibilities 3](#_Toc487625256)

[Guidance on how to complete 4](#_Toc487625257)

# Introduction

# Quality management process or procedure

# Tools and techniques

# Records

# Reporting

# Timing of quality management activities

# Roles and responsibilities

Guidance on how to complete

***(Note: following completion of the Quality Management Approach the pages beyond this point can be deleted)***

## Purpose

A quality management approach describes how quality will be managed on the project. This includes the specific processes, procedures, techniques, standards and responsibilities to be applied.

## Composition

A quality management approach includes the following:

* **Introduction** States the purpose, objectives and scope, and identifies who is responsible for the approach
* **Quality management process or procedure** A description of (or reference to) the quality management procedure to be used. Any variance from corporate, programme management or customer quality standards should be highlighted, together with a justification for the variance. The process or procedure should cover:
  + the approach to quality assurance and quality planning
  + quality control: the project’s approach to quality control activities. This may include:
    - quality standards
    - templates and forms to be employed (e.g. product description(s), quality register)
    - definitions of types of quality methods (e.g. inspection, pilot)
    - metrics to be employed in support of quality control
  + project assurance: the project’s approach to project assurance activities. This may include:
    - responsibilities of the project board
    - compliance audits
    - corporate, programme management or customer reviews
* **Tools and techniques** Refers to any quality management systems or tools to be used, and any preference for techniques which may be used for each step in the quality management procedure
* **Records** Definition of what quality records will be required and where they will be stored, including the composition and format of the quality register
* **Reporting**  Describes any quality management reports, including their purpose, timing and recipients
* **Timing of quality management activities** States when formal quality management activities are to be undertaken (e.g. during audits, when this may involve reference to the quality register)
* **Roles and responsibilities** Defines the roles and responsibilities for quality management activities, including those with quality responsibilities from corporate, programme management or the customer.

## Derivation

A quality management approach is derived from the following:

* project board
* project brief, including:
  + the project management team structure (for roles and responsibilities)
  + the project product description (for the customer’s quality expectations and acceptance criteria)
* organizational standards
* supplier and customer quality management systems
* change control requirements
* corporate, programme management or customer strategies
* facilitated workshops and informal discussions.

## Format and presentation

A quality management approach can take a number of formats, including:

* a stand-alone document or a section of the PID
* an entry in a project management tool.

## Quality criteria

The following quality criteria apply to a quality management approach:

* The approach clearly defines ways in which the customer’s quality expectations will be met.
* The defined ways are sufficient to achieve the required quality.
* Responsibilities for quality are defined up to a level that is independent of the project and project manager.
* The approach conforms to the supplier’s and customer’s quality management systems.
* The approach conforms to the corporate, programme management or customer quality policy.
* The approaches to assuring quality for the project are appropriate in the light of the standards selected.