

**Quality Assurance Plan—Activity Definition****Purpose:**

The objective of this activity is to validate that the major deliverables are completed and that the processes are being implemented with an acceptable level of quality.

**Participants:**

The Project Manager prepares this document in consultation with the customer representative. This document should be reviewed and approved by the relevant governance structure.

**Inputs:**

Project Overview Statement [1]

**Process:**

Product-related QA

1. Ensure that all required Quality Assurance activities for the project are defined.  
Ensure that in-process control plans, which address quality control areas, are defined.  
Revise the Quality Strategy as required.
2. Identify quality standards of the University, the customer, or any external organization that need to be followed for the project.
3. Identify guidelines for each function to follow. Make a checklist including all these guidelines.
4. The project team and major stakeholders should have agreed on the completeness and correctness criteria up-front.
5. Try to identify problems that the project may face.
6. Determine if external QA is recommended.

Project-related QA

1. Determine the frequency of reviews of the project plans to check for task slippage and any dependencies that might be affected.
2. Determine the frequency of receiving (status reports, etc) and responding to communications.
3. Determine the frequency at which you would want to interview stakeholders and the project team to provide them with feedback, to discuss issues and to get feedback from the project team.
4. Determine the frequency at which you will check for any improvements or changes that could be done to a process. Determine who in the project team will share this responsibility.

**Outputs:**

Quality Plan, Checklists

## Quality Assurance Planning—Guidelines

### Product-related QA

1. Ensure that Quality Assurance activities for the project that will be carried out by various human resources are described in adequate detail. Define in-process control plans, which address quality control areas, what audits and reviews are required, when these audits and reviews will be conducted and how variance to acceptance criteria will be reported and resolved.
2. Identify quality standards the project should follow.
3. Identify guidelines to be followed. Making a checklist of these guidelines may be useful. The team can use the checklist while executing the project.
4. Describe acceptance criteria for deliverables, as they will be used in product acceptance testing. 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.
5. Try to identify problems that the project may face. e.g. the Project Manager may think that stress testing is essential for the project's success.
6. Determine if an external QA resource is required. The QA resource should audit work products throughout the software lifecycle to verify that they comply with the applicable project plans, procedures, and standards. The results of the audits and reviews are shared with the appropriate Project Managers and teams to facilitate continuous improvement in processes and products and to promote a reduction in practices that produce defects. The Project Manager should develop a schedule of audits and reviews of the testing program based on the testing activities documented in the project's test plan.

### Project-related QA

7. Determine the frequency of project plan reviews to check for task slippage and any dependencies that might be affected. The Project Manager may decide to update the project plan daily/weekly but may decide that another person (or the Project Manager) will review the project plan to check for task slippage.
8. Determine the frequency of responding to communications. In the ideal scenario, all communication should be responded to immediately.
9. Determine the frequency at which you would want to interview stakeholders and the project team to provide them with feedback, to discuss issues and to get feedback from them.
10. Determine the frequency at which you will check for any improvements or changes that could be done to a process. Determine who in the project team will share this responsibility. e.g. a fishbone diagram analysis could be used to determine the root cause of a problem. This could point to a defect in a process, in which case a process change/improvement could solve the problem.