# QSO 345 Quality and Risk Management Plan Template

Use this template to creating your own quality and risk management plan for the final two critical elements of the project (XI and XII). Include all sections and tables identified in this template in your final submission. Note: This template represents only the minimum requirements. If you prefer, you can add elements to your template that you believe a project manager might find useful.

**Project Quality Management Plan**

**Introduction**

Provide a brief summary of what your project quality management plan covers.

**Quality Management Approach**

This section should cover how the project will address quality; it should also state the specific requirements related to process quality or product quality. This section should include which quality tools will be used to monitor and control quality and how those tools will be used on the project.

Details should be provided on the quality standards and requirements, the quality standard type, what metrics will be monitored, and the levels or standards a product must meet to be considered of sufficient quality. Example:

|  |  |  |  |
| --- | --- | --- | --- |
| Quality Standard Name | Quality Standard Type | Quality Metric | Quality Standard |
| Example:  New manufacturing process | Example:  Process Quality | Example:  Manufacturing process cycle times | Example:  Cycle time per unit should decrease by 1 min per unit |
| Example:  New widget | Example:  Product Quality | Example:  Defects per 1000 | Example:  Fewer than 10 defects per 1000 |
|  |  |  |  |

*Table 1, Quality Approach Standards and Requirements*

**Quality Assurance**

Describe the quality assurance processes used to audit processes/products, including sample rates, auditing methods, and the frequency of audits. Example:

|  |  |  |  |
| --- | --- | --- | --- |
| Quality Standard Name | QA Process Name | QA Methodology | Frequency |
| Example:  New manufacturing process | Example:  Production manufacturing waste analysis | Example:  Project team business analysts will take monthly cycle time stats from each production cell for 10 randomly sampled days in a month and compare to cycle times before install to 10 days after install. Statistical testing will be used to validate that increases or decreases are statistically significantly different. | Example:  Monthly |
| Example:  New widget | Example:  Widget sample audit | Example:  10% of all widgets produced will be sampled by the QA team visually inspected. | Example:  Daily |
|  |  |  |  |
|  |  |  |  |

*Table 2, Quality Assurance Processes, Methodology, and Frequency*

**Quality Control**

Describe the control limits of the quality assurance process and what is required to happen if a process or product audit falls above or below the defined quality metric established in the quality management approach section. Example:

|  |  |  |
| --- | --- | --- |
| Quality Standard Name | Quality Thresholds | Quality Response |
| Example:  New manufacturing process | Example:  Same cycle time or longer for any production cell | Example:  Root cause analysis of production cell process to identify what is causing longer cycle times |
| Example:  New widget | Example:  Defects are > 10 per 1000 | Example:  Full end-to-end analysis of production parts, tools, and process to identify root cause of widget defects |
|  |  |  |
|  |  |  |

*Table 3, Quality Thresholds and Responses*

**Risk Management Plan**

**Introduction**

Provide a brief summary of what your project risk management plan covers.

**Risk Management Approach**

Describe the qualitative or quantitative methodology and approach taken to identifying the risks in the risk register, how risks impact were assessed for prioritization, and how risk responses were determined.

**Risk Register**

This section provides a brief overview of what the register covers. The register identifies the results of risk identification and impact analysis, risk prioritization, and risk response strategies. Example:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Risk | Risk Scoring | Risk Ranking | Response Type | Response Strategy | Trigger | Owner |
| Example:  Transition to new platform causes customer interface to be unavailable for more than 15 mins | Example:  25 (High) | Example:  1 | Example:  Mitigation | Example:  Customers will be sent to a redundant production environment based on the old platform | Example:  If delays reach 14 mins | Example:  Bob |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

*Table 1, Risk Registry*

**Control Risk Process**

Describe how risks will be measured and monitored, and how frequencies and processes are involved in risk audits.