Project Quality Management Plan

Eco-Natural Skin Care Australia Trade Show Promotion Project

Purpose

Outline the purpose of the Quality Management Plan

(150 to 200 words approx.)

The student must outline the purpose of the QMP. Answers must match or be of similar wording to the following.

The purpose of the Quality Management Plan is to describe how quality will be managed throughout the lifecycle of the Eco-Natural Skin Care Australia's Trade Show Promotion Project. It will define how the Project Team will implement, support, and communicate project quality practices for use with the project.

The Quality Management Plan:

- *includes the processes and procedures for conducting quality planning, quality assurance, quality control and continuous process improvement.*

- *will assist the Project Manager to determine if deliverables are being produced to an acceptable quality level*

- *will determine if the project processes used to manage and create the deliverables have been effective and properly applied.*

In summary, the Quality Management Plan for the Eco-Natural Skin Care Trade Show Promotion Project will establish the activities, processes, and procedures for ensuring a quality product upon the conclusion of the project. The purpose of this plan is to:

- *Ensure quality is planned*

- *Define how quality will be managed*

- *Define quality assurance activities*

- *Define quality control activities*

- *Define acceptable quality standards*

- *Defines roles and responsibilities for quality management activities*

Quality objectives

Describe the quality objectives

(15 to 25 words approx.)

The student must describe the quality objectives agreed during the consultation meeting. The answer must be or similar wording to:

Effective project delivery: To facilitate the delivery of the project on time and within allocated budget and successful achievement of the project objectives

Customer satisfaction: Effectively promote Eco-Natural Skin Care's beauty and skincare products to visitors at the trade show.

Quality Standards and Metrics

The student should include the quality standards agreed during the consultation meeting for the Eco-Natural Skin Care Trade Show Promotion Project.

Quality metrics should be chosen for each quality standard. Each should include an explanation of how the metric applies to the quality of the product or process it is being used to measure. Additionally, any thresholds or limits should be clearly stated.

(75 to 85 words approx.)

The student must present standards and metrics. The assessor must provide feedback for any additional standard not already identified by the student. The following standards must be included . All metrics mut be clear and measurable.

- ***Quality Standard 1:*** *Clear communication of goals and status of project to project team members and external stakeholders as required.*

- *Quality Metric: All project team members and external stakeholders are regularly informed about project status and goals.*

- ***Quality Standard 2: Allocated budget is achieved.***

- *Quality Metric: Budget of $10,000 is not exceeded.*

- ***Quality Standard 3: Project schedule is achieved***

- *Quality Metric: Design of brochures, booth and printing is achieved within 5 weeks*

- ***Quality Standard 4: The booth effectively promotes Eco-Natural Skin Care's beauty and skincare products to visitors at the trade show***

- *Quality Metric:*

  80% customers satisfaction with brochures/flyers and booth display

  Number of visitors to the booth

  Number of products sold at the trade show

  Printed materials meet accessibility standards

Quality Assurance and Control Mechanisms

Explain how proposed changes to the project will be submitted – process to follow and documents to use.

(70 to 100 words approx.)

The student must identify quality assurance and control mechanisms and must include:

All proposed changes to the project must be submitted through the formal Change Management process. The staff member proposing the change must complete a Change Request Form and provide a detailed description of the proposed change and an analysis of the project impact.

The completed Change Request will be taken to the relevant person according to Project governance structure. If approved, the Project Manager will update the Project Plan and any other relevant documentation.

Quality roles and responsibilities

Identify the responsibility of the Project Manager and others. Who has responsibility for project quality and informing project stakeholders of project quality requirements? What is the responsibility of employees?

(70 to 100 words approx.)

The student must identify quality roles and responsibilities. As per the standards, ensure students responses include:

- *ensure quality policy and objectives are in place*
- *provide sufficient resources*
- *clearly communicate roles, responsibilities and authorities*

For example,

The Project Manager must:

- *ensure quality policy and objectives are in place*
- *provide sufficient resources*
- *clearly communicate roles, responsibilities and authorities*

Each employee must understand the QMS, quality policy and objectives and their role in contributing to quality within the organisation.

Quality methods, techniques and tools to resolve quality issues

Describe what will be used to resolve quality issues.

(70 to 100 words approx.)

The student must describe methods, techniques and tools to resolve quality issues. Methods, techniques and tools must be the same identified during the consultation meeting. An example response is provided below.

A range of quality methods, techniques and tools will be used in this project to resolve quality issues. These include:

- *brainstorming within the project team and with other staff if required*

- *analysis of project status reports and other key documentation.*

Quality control and assurance problem reporting

Explain how project quality issues are identified and controlled or resolved.

(70 to 100 words approx.)

The student must explain how quality control issues are identified and controlled or resolved. A range of techniques are provided in the learner guide so there may be some variations. For example,

If project quality issues are identified, these will be discussed with the Project Team at the next project team meeting.

All problems are to be resolved or delegated within the meeting, with weekly follow-up until the problem has been resolved.