RISK happens!

Quality Plan	Version No.

Phase 1: Supporting Project Brief

Customer Quality Expectations	*In this context, the customer external and internal users or beneficiaries of the changes or products of the project.*
	Set out clearly the agreed level of quality the customer can expect, so that the end product(s) of the project meet their required purpose.
	Note that the word "quality" in this context does not necessarily mean high quality. Some projects and products will have lower expectations, reflecting constraints on time or resources.

Phase 2: Supporting initial PID

Quality Criteria	*Set out the criteria by which project success and quality will be assessed. List these in order of priority, so that they can inform decisions on priorities. Examples of relevant criteria include:*
	• *Delivery to time*
	• *Delivery to cost*
	• *Productivity*
	• *Functional requirements*
	• *Customer requirements*
	• *Performance*
	• *Maintainability*
	• *User-friendliness*
	• *Security and control*
	• *Service level agreement*

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Quality Plan

Phase 3: Supporting revised PID and full Project Plan

Quality Standards	*What quality standards apply to this project?* *These may include technology, building or management quality standards.*
Quality Assurance	*What are the quality assurance processes that will ensure the project delivers to the quality standards above?*
Quality Control	*What are the quality control and audit processes that will monitor the project? What review points or review cycle will be used?* *What elements of the project will be reviewed at each review?* *How will you address shortcomings in the delivered products?*
Change Control	*What process will be used to manage and control change, once the Implementation Phase begins?*
Responsibilities	*Who will take overall responsibility for the quality of the outcomes?* *Who will be responsible for day-to-day quality assurance?* *Who will review the quality?* *Who will conduct periodic project reviews, if appropriate?* *What are the responsibilities of individual project members, with respect to quality?*

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