

Quality Management Plan

From PMGT501

By

Troy Stempfley

Embry-Riddle Aeronautical University Worldwide

PMGT 690

June 25, 2017

Quality Management Plan

Sustainable Home Construction Project:

Project Scope Statement, Communication Plan, and Responsibility Matrix

Group 3:

Jesse Hoover

Jeremy Rodgers

Lance Salter

Troy Stempfley

Robert Strack

David Wichner

Embry-Riddle Aeronautical University Worldwide

PMGT 501

Dr. Gigi Smith – Instructor

November 16, 2014

The following Quality Management Plan will describe how quality control will be planned, managed, and measured throughout the project and will serve to establish a common understanding of quality management for all project stakeholders. This plan is organized to establish:

- quality management approach
- quality standards
- quality assurance activities
- quality control activities

Quality Management Approach

While the project manager retains ultimate responsibility for quality management, every member of the project team must ensure quality is a top priority. The quality management approach will be to plan, execute, measure, verify and document compliance for all deliverables in accordance with applicable industry standards, Colorado state building codes, and the 2012 edition of the International Residential Code (except where specifically amended by state, county, or city code).

All stakeholders must fully understand the expectations of the project manager, and ultimately the customer, before any work is to begin. Each party responsible for a deliverable will be well acquainted with the standards and regulations governing their respective trade and will have internal processes to ensure compliance with the same. Project team members assigned as quality representatives will support and advise contractors in establishing a robust quality assurance system as well as verify validity of and adherence to the processes. Quality control measures will be in place prior to production of the respective deliverable.

Adherence to the industry standards and building code will be verified by the producing party, project team quality representatives, state/county officials, and ultimately the customer. Thorough documentation of meeting or exceeding the quality standards throughout the building process will be accomplished by producing parties as well as the project team. Final verification and documentation will be provided by the state/county inspection official.

Through effective planning, deliberate execution, vigilant monitoring, and thorough documentation the project team will ensure the highest quality product is delivered to its customer.

Quality Standards

Colorado State approved state building code, chapter 1; section 101.2 indicates the International Residential Code will be used for establishing quality standards for residential construction of single-family dwellings. As such, this document, and parent standards reference therein, will form the basis of quality standard minimal for this project. It remains the goal of the project team to exceed these standards wherever feasible and prudent, however, deliverables meeting the standards outlined in the aforementioned code will be deemed acceptable.

Proof of adherence to the standards in both product and process will be incumbent on the producing party and will be verified by the project team quality representative. Open communication and transparency among all stakeholders is vital to ensuring all parties are executing in accordance with the appropriate regulations and standards. In cases where process quality becomes less than that called for in the governing regulation, or where the project team quality representative deems necessary, the process(es) in question will cease until a resolution is reached. This is to ensure all work is done at or above the standard and to avoid rework to the max extent possible.

Quality Assurance

Quality assurance for the project will be based on the overall quality management strategy plan of: execute, measure, verify and document. An assigned project team quality representative will advise the producing party on establishing a quality management plan before any work begins. This will include establishing valid and meaningful metrics for the job at hand. Due to the wide range of tasks encompassed in this project, this Quality Management Plan will not delve into specific metrics, but will require that quality representatives define these metrics for efforts they oversee. Quality assurance metrics should be process-focused instead of product-focused. Key metrics will be reported to the project manager on a weekly basis via defined methods in the project communications plan. Known quality shortfalls or negative quality trends may require more frequent reporting and will be directed by the project manager.

In addition to reporting quality metrics to the project manager, quality representatives will perform regular, recurring process and documentation audits to ensure continued adherence to standards. The project manager may supervise audits on occasion to ensure objectivity.

Quality representatives will function on site as integrated team members required to verify processes, enforce standards and encourage process and product improvement.

Quality Control

Unlike quality assurance, quality control is product-focused. Project team quality representatives will establish periodic inspection points as a part of the planning phase of their respective effort. These inspection points can be chronologically based, but will more likely be based on individual task milestones. The quality representative, accompanied by the producing party, and the project manager for key milestones, will perform physical inspections and/or testing as applicable. Again, due to the diversity of tasks this Quality Management Plan will not

dictate specific inspections or tests, but quality representatives will establish inspection points before commencement of their respective effort. Producing parties may be required to provide documentation of more frequent inspections and/or tests as determined in the quality planning phase.

All inspections and tests will be thoroughly documented and reported to the quality representative. Key milestone inspections, as identified by the project manager, will be reported in the bi-weekly sub-contractor status reports. Known quality shortfalls or high-risk activities may require more frequent reporting and will be directed by the project manager.

Any failed or marginal inspections and/or tests will be reported immediately to the quality representative. All similar work in process will cease until resolution is reached. This is to ensure all deliverable are produced at or above the standard and to avoid rework to the max extent possible.

Stakeholder Acceptance

Customer:_____

Project Manager:_____

Quality Representative:_____

General Contractor:_____

References

Colorado Approved State Building Code. (2013). Retrieved

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