KITCHEN RENOVATION PROJECT PLAN

Embry Riddle Aeronautical University – PMGT 501
TEAM 3
Final Submission

by

Michael Bramer, Samantha Gillens, Matthew Hill, Ryan Nastase, Benjamin Srock, Bradley Walker

QUALITY MANAGEMENT PLAN

Project Title: Kitchen Renovation **Date Prepared:** 06/22/2016

Table 1-1

Quality Program Personnel Roles, Responsibilities, and Authorities

Quality Program Roles, Responsibilities, and Authorities	
Role	**Responsibilities and Authorities**
Project Office	• Provide centralized guidance of the Quality Management Plan (QMP) • Support the general contractor in managing the project • Ensure quality management plan is developed at project inception, implemented and updated, as necessary, throughout the life of the project • Ensure verification, validation, monitoring and test activities are planned, performed, and documented, as appropriate • Ensure that project quality records are maintained and readily retrievable • Identify project resource requirements, including regulatory requirements and any additional homeowner requirements • Provide periodic checks to ensure that only appropriately qualified personnel perform or verify work • Responsible for technical approval of deliverables
General Contractor	• Manage subcontractors work • Implement the Quality System at the project level • Request and provide adequate resources to fulfill project requirements • Ensure homeowner requirements are understood, defined, and documented • Ensure design plan are planned, performed, and documented • Ensure that all design changes are identified, documented, reviewed, and approved • Ensure subcontractors works with latest versions of applicable documents, and that obsolete documents are retrieved and replaced or properly marked • Ensure homeowner-supplied material (product or equipment), is properly handled and maintained • Ensure that only appropriately qualified personnel perform or verify work • Ensure that each member of the project team has assigned responsibilities which contribute to fulfillment of the activities defined in the management plan

Subcontractors	• Perform or verify work relating to the delivery of services to the homeowner in accordance with the management plan and QMP • Share in the responsibility for the quality of those services • Responsible for technical review of work products and deliverables • Participate in or support design reviews • Initiate action to prevent the occurrence of any non-conformities relating to product, service, process, and the quality system • Identify and record any problems relating to the product, service, process, and the quality system • Initiate, recommend, or provide solutions through designated channels • Stop further processing, delivery, or installation of non-conforming products or services until the deficiency or unsatisfactory condition has been resolved
Credit Union/Loan Officer	• Ensure homeowners can afford renovations by completing credit checks and budget report • Provide funding for renovations • Provide financing options to borrowers • Request a copy of home inspection report
Homeowners	• Consult with financial advisor to evaluate cost and financing options • Hire reputable contractor who specializes in home/kitchen renovations • Ensure contractor has enough workers compensation and liability insurance in the event of unforeseen accidents • Ensure insurance covers new renovation • Research subcontractors
Designer	• Documents the process for design and development planning and execution • Establishes requirements with General Contractor to ensure design compatibility with house blueprints • Obtains all requirements and develops design which satisfies Homeowner’s wants
City Inspector	• Ensure general contractor has obtained all applicable permits • Ensure work is being done according to city and state code • Point out violations • Visit site during first phase of construction to make initial inspection • Inspect structural quality and safety of building • Inspect plumbing • Examine for fire safety • Ensure alterations are performed correctly • Follow up with additional inspection during each phase

Quality Assurance Approach

The Project Office and General Contractor will ensure that the subcontractors that are selected to perform the work are capable of completing the work to a standard that is acceptable to the homeowner and city inspectors. Additionally they will ensure the processes being audited during any quality function meet all quality standards. Quality audits will be used to determine if project activities comply with the policies, processes, and procedures set out by the Project Office and General Contractor. See Table 1-2 for the Quality Audit form, and Table 1-3 for Quality Program Deficiencies/Defects to report any WBS I.D. that is having issues and the planned action to fix.

Quality Control Approach

The project office is committed to implementing a Quality Control Plan (QCP) to ensure the satisfactory completion of the homeowner requirements to build an updated kitchen. The policies set forth enable the project office to establish a measurement system to meet the homeowner's requirements and expectations.

The project office will use various methods of monitoring performance. These methods include scheduled and unscheduled Quality Control inspections and audits to ensure project team performance is maintained.

See Table 1-4 for Quality Control Inspections and Responsibilities which summarizes the areas to be inspected, performance standards, methods of surveillance, and person responsible for conducting the inspection. Records will be maintained by Project Office and The General Contractor.

Quality Improvement Approach

The project office continually improved the effectiveness of the QMP through the review of the Quality Policy and Goals. Continual improvement opportunities can result from lessons learned and best practices. The project office monitors all activities via the General Contractor through Quality Audits to evaluate the effectiveness of the results.

Table 1-2

Quality Audit Form

Project Title: Kitchen Renovation **Date Prepared:** _____

Project Auditor: _____ **Audit Date:** _____

Area Audited

☐ Project	☐ Project processes	☐ Project documents
☐ Product	☐ Product requirements	☐ Product documents
☐ Approved change implementation	☐ Corrective or preventive action implementation	☐ Defect/deficiency repair
☐ Quality Management Plan	☐ Organizational policies	☐ Organizational procedures

Good Practices to Share

Areas for Improvement

Table 1-3

Quality Program Deficiencies/Defects

ID	Defect	Action	Responsible Party	Due Date

Table 1-4

Quality Control Inspections and Responsibilities

Area	**Performance Standards**	**Surveillance Method**	**Responsible Party**
Quality Performance	All personnel performing in accordance with defined processes	• Scheduled and unscheduled audits • Periodic monitoring	• Project Office • General Contractor
Deliverables	Weekly status and financial reports delivered IAW Statement of Work (SOW) / Request for Proposal (RFP)	• Checklist	• Project Office • General Contractor
Staffing	Adequate and experienced subcontractors must be maintained to assist general contractor	• Daily Observation • Checklist	• General Contractor
Cost	Burn rate IAW budget built on bid	• Cost Reports • Project Office reports • General Contractor reports	• Project Office • General Contractor
Schedule	Per guidance (Project template) set out from Project Office and General Contractor	• Closely monitor that reports submitted meet proposed/ accepted WBS • Adhere to Management Plan	• Project Office • General Contractor

Table 1-5

Quality Program Metrics

Project Title: Kitchen Renovation **Date Prepared:** _____

ID	Item	Metric	Measurement Method