

Group Alpha Presentation: Quality Control Plan

Benjamin Srock

Anatomy of Project Organizations

PMGT-611

Dennis Sherman, Ph.D.

9.6 – Team Deliverable: Team Project Presentation

Group Alpha

Eric Banks, Jaime Jack, Rafael Appe Pinto,
Katy Sorrells, Benjamin Srock
Embry-Riddle Aeronautical University

Quality Control Plan

The focus of quality control is the monitoring and evaluation of each project deliverable against a measurable standard. Quality control monitors project deliverables to ensure each meets the project quality standards and that the customer is satisfied.

Quality Control Plan

Project Deliverable	Deliverable Quality Standards/	Quality Control Activity	Frequency/Interval	Who is Responsible
1.3.4 Initial System Design	Must meet the intended system requirements required by Mid-size University and the other alliance members	Review by IT System Design Engineer	Performed before procurement activities and after any change to initial design	Network Administrator
1.3.5 Hardware / Software procurement	Meet the hardware requires supporting operating system requirements and departmental needs	Review by IT Software Design and System Engineers	Performed before procurement of system hardware and software	Database Administrator
1.3.6 Implement Organizational Structure	Meet the organizational structure requirements to support and sustain the new IT system design	Review by Chief Information Officer	Performed during the initial design phase to ensure all departmental needs are met	Business Analyst
1.3.7 Install New Hardware System	Meet the operability and functionality in support of the new IT System Design	Reviewed by Hardware Technician	Performed during the hardware installation phase and each time any change is implemented affecting hardware	Director of PC Support
1.3.8 Install New Software	Meet the software designer instructions for software operability	Network Technician and Software Technician 1	Performed following installation of new hardware and each time hardware is replaced or repaired	Server Administrator
1.3.9 Consolidate and Transfer Data to New System	Ensure data is not lost during the transfer process	Software Technician 1	Performed following installation of new operating and other system software	Director of PC Support
1.3.10 Test All Systems	Meet intended system requirements and operability standards	Database Administrator and Network Administrator	Performed following successful installation of new hardware and application software	Director of Network and Communications
1.3.11 Install Live System	Meets system requirements and capabilities to go live	Director of Network and Communications	Performed after successful system testing	Chief Information Officer
1.3.12 Final User Training	Meets the system end user knowledge requirements	Training Specialist	Performed during the system installation phase to ensure personnel is properly trained before going live	Director PC Support
1.3.13 Go-Live Phase	Organization is trained and prepared to go live and that all system hardware/software requirements and issues have been resolved	Director Application Support, Director Network and Communication's, and Director PC Support	Performed as the last step in new system implementation	Chief Information Officer

Quality Control Plan

Quality Control and Assurance Problem Tracking.

Quality control involves controlling quality through the identification and resolution of problems noted during each deliverable process. A method of tracking is essential to ensure problems are not lost and forgotten. Once the deliverable has been met, the quality assurance log becomes the primary source of tracking issues after the system has gone live. The forms below provide a method of meeting those requirements.

Quality Control Plan

Quality Control Log

- Used to document deliverable issues related to quality, and the resolution determined to correct.



Issue Number	Review Date	Deliverable Reviewed	Findings	Resolution	Resolution Date

Quality Control Plan

Quality Assurance Log

- Used to document process issues affecting quality.
- Reviewed for resolution by the quality review board.



Issue Number	Review Date	Process Reviewed	Findings	Resolution	Resolution Date

Change Control Plan

The change control plan is a control process and an important method of scope control. Any change to the original project scope will trigger the completion of the Change Request Form.

Change Control Plan

The control plan consists of:

- Change control board
- Impact / Considerations Review
- Change Process
- Time frames and response expectation
- Mandatory change process
- Change control board responses

Change Control Plan

CHANGE REQUEST FORM			
PROJECT NAME:		PROJECT SPONSOR:	
CHANGE REQUEST NUMBER:		DATE:	
ORIGINATOR:		CHANGE REQUESTED BY:	
DESCRIPTION OF REQUESTED CHANGE			
			
AREA OF IMPACT OF PROPOSED CHANGE (SCOPE, COST, SCHEDULE, RISK, OTHER)			
DISPOSITION		PRIORITY	FUNDING SOURCE
Approve	Emergency	Management Reserve	
Approve as amended	Major	Budget Requiring	
Defer/Reopen	Low	Customer	
Deny/Cancel		Other	
SIGN-OFF APPROVALS			
Project Manager:		Date:	
Project Sponsor:		Date:	