



## Quality Assurance (QA) Plan <<Template>>

### 1.0 Introduction

**Project Name:**

**Channel:**

**Project Sponsor:**

**Project Lead:**

#### 1.1 Purpose

<<State the purpose of the Quality Assurance (QA) Plan, list and describe processes, activities, standards, and work products. Incorporate Post Implementation Review metrics information from the Business Case and the Solution Acquisition Plan (SAP), as necessary. State how QA Plan ties into the phases of the Solution Life Cycle (SLC). << Include description of FSA's policy for QA. >>

#### 1.2 Project Overview

<<Refer to the SAP for description and definition of the project to which this QA Plan applies. The document includes scope of the project, timetable, milestones, key deliverables, roles and responsibilities, reporting structure, etc.>>

#### 1.3 Relationship to Other Plans

<<Describe other plans that work in concert with the QA Plan for a given project, such as the SAP and Work Breakdown Structure (WBS).>>

#### 1.4 QA Process

<<Develop QA Plan, Review Plan (internally on project and FSA level), Approve Plan, Baseline Plan, Manage & Control changes to QA Plan. Within the QA Plan, define roles, responsibilities, and activities required to ensure the QA Plan is reviewed and baselined -- use table below.>>

Responsibility	Activity
Process Improvement (PI) Liaison and/or Project Manager	Create QA plan (including schedule roles and responsibilities).
Project Manager	Provide QA reviewer with project background information including the final QA Plan.
QA Manager	Submits reminder notification based on scheduled QA reviews.
FSA QA Liaison	Schedules and conducts discussion of nonconformance items with the Document/Process Owner. Escalates nonconformance to PI Liaison, as necessary.



## 2.0 QA Plan

### 2.1 QA Schedule and Responsibilities

<<Identify the QA schedule and assigned responsibilities for the review of development and project management activities and work products. Project teams may expand or contract the list deliverables as needed.>>

Deliverable / Processes for QA Review	QA Reviewer Name (Use Notes ID)	Process / Deliverable Owner Name (Use Notes ID)	Review Standard / Supporting Documents	Client Due Date	Scheduled QA Review Start Date	Scheduled QA Review End Date
<<PROJECT NAME>> Project Plan		John Doe (John E. Doe@ISP.com)	Monthly assessments performed by team XYZ	MM/DD/YY	MM/DD/YY	Ongoing
Status Report (weekly and monthly)				As required		
Conceptual Design						
Updated Business Case						
Technical Architecture Document						
Requirements Specification						
Interface Specification Document						
Training Strategy						



**2.2 Process Reviews**

<<Detail process review activity that occur throughout the Solution Life Cycle, typically at the end of each phase. Verify processes will be verified against directorate or enterprise policies, CMM standards, processes, procedures, and guidelines, as well as the project’s own processes. The review includes: Requirements Management, Configuration Management, Project Tracking including Issue/Risk Management, Planning and Estimating, and Quality Assurance. The QA Team is to conduct the process reviews.>>

Phase	Process Reviews to be conducted	Applicable Standard
Vision		
Definition		
Construction		
Deployment		
Support & Retirement		

**2.3 Review Estimating Guidelines**

<<Outline roles and responsibilities of those participating in the QA review process, estimate time commitment for review preparation, the review itself, discussion of results, and review follow-up if necessary.>>

	Plan	Prepare	Conduct	Write Up	Follow Up	Other (Train)	Typical
<b>QA Review Lead</b>	4 hrs.	1-4 hrs.	1-2 hrs.	2-16 hrs.	0-2 hrs.	N/A	<b>8 hrs.</b>
<b>QA Team Members (1-3)</b>		1- 4 hrs.	1-2 hrs.	2-16 hrs.	1-2 hrs.	N/A	<b>4 hrs.</b>
<b>Project Members (1-3)</b>	1 hr.		1-2 hrs.		1-2 hrs.	1 hr.	<b>2 hrs.</b>

**2.4 QA Tools**

<<List the tools employed by the QA Team and project teams such as templates, process review checklists, work product checklists, and computer-based applications.>>



### 2.5 QA Records

<<Document the various records and reports created in performing the QA function. Typical retention period for these records is upon completion of Post-Implementation Review. Records are retained and maintained by the QA and project teams.>>

Document Name	Description
Quality Audit Report (QAR)	Reports to the project manager and project team on the findings of QA audits. The QAR includes the completed forms, checklists, and worksheets from product and process reviews.

### 2.6 Training

<<Record scheduled date for training and the date of its completion, if training is deemed necessary for the project team and members of the QA Team. Conduct QA Orientation as part of the training effort. The purpose of the QA Orientation is to familiarize project manager on project QA Review Process, establish collaborative practices between the FSA QA Review Team and project teams, and outline roles for those involved. The QA Orientation is a brief session designed to communicate high-level objectives and build understanding between FSA and contractor teams. >>

### 2.7 Standards

<<List and describe any standards, documentation, and policies that apply to the project.>>



### 3.0 QA Metrics Tracking

#### 3.1 Objective

<<Describe measures employed by project that reflect improvement, such as project’s effectiveness, productivity, and quality of product and process. State any modifications to measures as part of the continuous improvement process.>>

#### 3.2 Process

<<Assign Process Improvement liaison to collect metrics listed below. This person is responsible for preparing metrics reports for each project team, analyzing the metrics data, and communicating the results to project personnel and project management. >>

Quality Assurance Metrics (Example)

	Metric	Calculation	Rationale		
			Goal (value)	Goal (text)	Question
1	QA Schedule Variance	(Scheduled QA Review date) - (Actual QA Review date)	0 – 10%	Consistently hold QA Reviews on the promised date	How predictable and consistent is our process?
2	Number of Issues During SQA Review	Number of issues found per review	Minimal (Demonstrate Improvement when Examining Trends)	Document number of issues	How well are we following the processes/ standards?
3	Number of Issues Found By Client (for deliverables only)	Number of issues found by client	0	Limit rework/ deliverable rejection by identifying them early	How complete are our work products?
4	Number and type of Risks identified (for deliverables only)	Number of Risks	0	Reduce or mitigate risks that may impact deliverables	How do we diminish effect on our work products?
5	Number of Constraints identified	Number of Constraints	Minimal	Resolve to identify solutions	How do we account for effect of constraints?
6	Number of Peer Reviews held	Number of Peer Reviews, work products reviewed	One review per work product	Maximize benefit of Peer Review process	How do we ensure Peer Reviews are conducted?
7	Effort	Number of FTE hours		Maximize resource utilization	How do we make efficient use of resources?



#### 4.0 Document History

All revisions made to this document are listed here in chronological order.

<b>Version Number</b>	<b>Date Modified</b>	<b>Name</b>	<b>Description</b>
1.1	12/11/02	M. Rockis	Deletion of PIR purpose
2.0	12/29/02	Integration Partner	Formatting to SLC Standards