

Executing, controlling, and closing projects

Business



**ASSIGN
BUSTER**

Project Quality Management Plan 0 Quality is not an add-on feature, but it has to be built-in into a product/service. Quality is defined as the totality of features and characteristics of a product or service that bears on it the ability to satisfy the given need. Quality, from the user's view quality is 'fitness for use'. Quality does not come for free. An organization should have a quality management system to ensure and assure quality of its products/services. Project Quality Management Plan, also known as Quality Management System (QMS) is a part of organizational management system (OMS). QMS through Quality planning, Quality Assurance (QA) and Quality Control (QC) and inspection directs and controls all OMS processes to achieve continual quality improvement of products/services supplied by an organization.

2. 0 QMS clearly documents the following in Quality Manual of an organization that are necessary for successful quality management:-

Quality Policy covering over all intentions and directions of an organization related to quality as expressed by top management.

Quality Objectives covering goals related to quality at all functional levels.

Quality plans to focus on operational processes and related resources to fulfill quality objectives.

Quality Assurance to provide confidence that the quality requirements of products/services will fulfilled.

Quality Control to ensure achievement of quality requirements

Inspection procedures to evaluate conformity of product/services

Continual Quality Improvement focusing on recurring activities to increase the ability of the organization to fulfill requirements through effectiveness, efficiency.

<https://assignbuster.com/executing-controlling-and-closing-projects/>

Corrective and Preventive actions to minimize non-conformities of products/services through corrective and preventive actions

Objective Evidences through Verification and Validation for conformance of the products/services against laid down requirements specifications.

Infrastructure covering facilities, work environment, equipment and services required for the effective operation of an organization.

Project auditing programs, audit criteria, audit evidence

Plans and Procedures to evaluate suppliers/vendors external to the organization for procurement of products/services with the required quality

Standards, procedures and guidelines that should be followed

Procedures for reviews and audits to report on effectiveness of QMS for higher level managements for continual improvement

3. 0 All members at all levels of organization must know their roles and understand what

is expected from them to achieve the quality objectives of an organization.

4. 0 Quality Assurance is process oriented and describes the procedures that will be used

to assure that the products/services meet the stated quality requirements.

Quality

Assurance makes sure that the tasks are carried out the way they are supposed to be

done.

5. 0 Quality control is ensuring that QA procedures are implemented to assure the quality

factors are present in the products/service of the organization. QC is associated with

<https://assignbuster.com/executing-controlling-and-closing-projects/>

documentary evidence.

6. 0 Inspection is a method to find out any nonconformity in the final product. Inspection

is a post-mortem activity. In any system if the activities of QA and QC are effective it

minimizes the number of rejections and hence minimizes the costs of inspection

activities.

7. 0 TopLiance Corporation which sells home appliances shall cover the topics as

mentioned under Para 2. 0 in their quality manual. The project quality management

plan should

a. Identify the procurement and sales processes; determine the sequence of the processes and their interactions.

b. Ensure uniform implementation of the processes by all their sales agents across multiple states.

c. Determine the criteria and methods required to ensure that both the operations and control of the processes are effective.

d. Ensure resources, training and information availability required to support the operation and monitoring the processes.

e. Monitor, measure and analyze the processes

f. Implement actions required to achieve planned goals and continual improvement of these processes.

g. Processes required for management activities, provision of resources, product/service realization and measurement.

<https://assignbuster.com/executing-controlling-and-closing-projects/>

8. 0 Situations may arise when an organization decides to outsource processes/products/

services which effects quality conformance of products/services provided by the organization. Under such cases, outsourced processes/products/services are recorded in Quality management plan to ensure control on the outsourced agencies to achieve required quality. Management must be committed for quality improvement. Management should ensure customer's focus is given top priority by clearly documenting responsibility, authority and communication channels at all levels of the organization. Customer related process like customer requirements, customer communications, purchasing process, verification and validation of purchased product, service provision, identification and traceability of product/ service, preservation of products, control of monitoring, test/ measuring devices, procedures for analyzing and improvement, control of non-conformities related to product/service should be laid down; customer satisfaction should be given top most priority by analysis of data and implementation of corrective actions, preventive actions must be planned for continual improvement.

9. 0 As TopLiance Corporation decided to implement on-line sales program, the corporation must ensure and uninterrupted sales service, fault free secured transactions without any inconveniences/losses to the customers as well as to the corporation. This can be achieved through redundant networking hardware and fault tolerant software.

Project Risk Management Plan

1. 0 Sales of products/services are a complex service. This may involve procurement from

bulk manufactures and at distributing through channels to the customers.

<https://assignbuster.com/executing-controlling-and-closing-projects/>

Unforeseen

events may adversely affect the cost/schedule/quality of the products/services. Risk

management is an attempt to minimize the chances of failure due to unplanned events.

2. 0 Risk management covers identification and prioritizing the risks with ratings to

initiate actions to minimize the effects of top few risks. Risk management is pro-active. Cost of risk management may appear to be waste if these risks do not materialize but these costs are an investment to minimize the loss in case the risks materialize. This risks involved in on-lines sales are

- a. Failure of the products/services to reach the correct customer
- b. Customer receiving non-conforming products/services.
- c. Products not meeting the specifications/requirements as per the information advertised.
- d. Untimely deliveries (schedules)
- e. Lack of service
- f. Complexity of use
- g. Not meeting the regulatory standards
- h. Unsafe products
- i. Work force behavior with customers
- j. Changing markets
- k. Warranties
- l. Product liability
- m. Logistic support

3. 0 The following are the elements that influence quality of business

<https://assignbuster.com/executing-controlling-and-closing-projects/>

Management

Organization

Personnel Management

Customer satisfaction

Business integration

Supplier Management

Quality

Quality Policies and procedures

Process control

Problem prevention detection and correction

Supplier quality process

Delivery

Delivery System Integration

On time manufacturing delivery systems

Packaging shipping and receiving

Cost

Labor and materials

Rates accounting and other costs

Performance processes and communication

Proposal and pricing

Financial

Condition

Technology

Product development

Product design definition

Manufacturing equipment test and rework

<https://assignbuster.com/executing-controlling-and-closing-projects/>

Support

Organization

Logistics support development

Field maintenance support

For all the above elements there should processes. These processes can be analyzed by using Fault Tree analysis (FTA), Failure Modes, Effects and Criticality Analysis (FMECA), Fish Bone Diagrams, Cause and Effect Diagrams to arrive at processes which result in minimum risks and hence ensures in-built quality business.

References:

S W Field and K G Swift EFFECTING A QUALITY CHANGE AN ENGINEERING APPROCACH

Dev G. Raheja ASSURANCE TECHNOLOGIES Principles and Practices

D. H. Stamatis FMEA from Theory to Execution Second Edition Revised and expanded

J. D. Andrews and T. R. Moss Reliability and Risk Assessment