

4 critical steps to creating a Quality Plan

So what does the term "quality" mean? Method123 defines quality as *producing deliverables which meet the requirements of the customer.*

To ensure that your deliverables meet your customers requirements, you need to create a **Quality Plan**, by taking these 4 steps:

Step 1: Define the Quality Targets

We all know that its pretty impossible to meet your customers expectations unless you *draw a line in the sand* before you start. By asking your customer to state upfront exactly what it is that they require, you will greatly improve your chances of success.

Ask your customer to provide a list of their requirements for a solution to be delivered by the project. Then help them to list the key deliverables which once produced, will satisfy their requirements. For each deliverable, list its components and then go one step further—by describing the detailed *quality targets* (i.e. quality criteria and quality standards) to be achieved by each component. This will provide you with a comprehensive understanding of exactly what it is that must be produced by the project, to meet the expectations of your customer.

Step 2: Create a Quality Assurance Plan

The next step is to create a plan to assure your customer that you can meet the quality targets set. By scheduling a suite of Quality Assurance Reviews to be undertaken by an independent person to the project, your customer will be provided with a "trusted view" of the overall progress of the project and the likelihood of the deliverables actually meeting the quality targets agreed.

Step 3: Create a Quality Control Plan

Internally within the project, you need to create a schedule of "Quality Control" measures to *control* the actual level of quality of each deliverable, as it is being produced. Examples include putting in place peer reviews, deliverable reviews, documentation reviews and end-of-phase reviews. Each review will measure the deliverables produced and identify any deviations from the quality targets set.

Step 4: Define the Quality Process

Of course, creating plans for assuring and controlling the quality of deliverables is a good start. But you also need to put in place a Quality Management Process to ensure that each of the actions listed in the Quality Plan is undertaken as quickly and efficiently as possible. We will explain how to do this within the next Method123 newsletter, so watch this space...

If you would like to download a [Quality Plan](#) template to help you to meet the requirements of your customer, then please click [here](#).