



## Template Guide

### What is a Quality Management Process?

A Quality Management Process is a method by which the quality of the deliverables and management processes is assured and controlled during the project. The process entails completing a variety of review techniques to assess the level of quality of deliverables and processes and implementing a set of actions to raise the level of quality within the project.

The Quality Management Process entails:

- Listing the quality targets to achieve (from the Quality Plan)
- Identifying the types of quality measurement techniques to be undertaken
- Measuring deliverable and process quality (via Quality Assurance and Quality Control)
- Taking action to enhance the level of deliverable and process quality
- Reporting the level of quality attained (to project management).

### When to use a Quality Management Process

The Quality Management Process is undertaken during the 'Execution' phase of the project (i.e. the phase within which the deliverables are produced). Although Quality Assurance methods may be initiated prior to this phase, Quality Control techniques are implemented during the actual construction of each physical deliverable. Without a formal Quality Management Process in place, the basic premise of delivering the project to meet 'time, cost and quality' targets may be compromised.

The Quality Management Process is terminated only when all of the deliverables and management processes have been completed (i.e. at the 'closure' phase of the project).

### How to use this template

This document provides a guide on the topics usually included in a Quality Management Process. Sections may be added, removed or redefined at your leisure to meet your particular business circumstance. Example tables, diagrams and charts have been added (where suitable) to provide further guidance on how to complete each relevant section.