



Template Guide

What is a Quality Review Form?

Quality Reviews are undertaken to provide the customer with confidence that the quality of the deliverables and management processes are acceptable. Quality Review Forms are used during the Quality Review process to provide structure around the items being reviewed. There are two generic types of Quality Review Forms used within projects:

Deliverable Review Form

This form is used to assess the level of quality of the deliverables being created for the client. Deliverable Reviews are undertaken at key project milestones identified within the project plan - typically as each new deliverable version is created (prior to release). To achieve the best results, undertaking regular Deliverable Reviews during the 'creation' of the deliverable (as opposed to at the 'end' of the deliverable development phase) will enable quality deviations to be identified earlier and therefore increase the likelihood of the project's achieving the required level of quality, within the given timeframes.

Process Review Form

This form is used to assess the level of quality of the management processes being undertaken to deliver the required deliverables. Process Reviews should be undertaken on a regular basis (e.g. weekly, monthly) in a standard, repeatable fashion. The procedures within each management process should be reviewed and the impact of any deviation from the required procedures should be noted and acted on immediately.

Quality Review Forms typically include:

- A list of the deliverables and processes being reviewed
- A list of the criteria on which the review is based
- Defined standards which must be achieved
- A rating of the actual level of quality (i.e. 'low', 'medium', 'high') achieved
- Deviations between the level of quality required and the level achieved
- Recommendations for improvement in the level of quality achieved.

When to use a Quality Review Form

Quality Review Forms are used during the 'Execution' phase of the project (i.e. the phase within which the deliverables are produced) as part of the Quality Management Process.

How to use this template

This document provides a guide on the topics usually included in a Quality Review Form. 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