

Contents

1. Determine Quality Requirements	
1.1 Identify quality objectives and standards with input from relevant stakeholders	8
1.2 Develop quality metrics for the project and any product output in a quality management plan	12
1.3 Select quality management methods and tools for resolving quality issues	15
1.4 Consult with project team and stakeholders on quality requirements. .	24
2. Implement Quality Processes	
2.1 Perform quality assurance audit of project processes for compliance with agreed plans	28
2.2 Assess quality control of project and product output according to agreed quality specifications.	33
2.3 Identify causes of variance to quality metrics and undertake remedial action	43
2.4 Maintain a quality management system for timely recording of quality audit data	48
3. Implement Project Quality Improvements	
3.1 Review processes and implement agreed changes continually throughout the project life cycle	52
3.2 Review project outcomes against performance requirements.	54
3.3 Identify and document lessons learned and recommended improvements	56
Unit Review	57