Identify all relevant practises, standards & requirements for Q P must comply with any required EEF & OPA Plan the P so it meets customers quality standards Q mgmt. should be performed regularly and in parallel with other planning processes throughout the project. Determine how you will do planning - part of all mgmt. plans Determine Quality Standards & metrics Create Process Improvement Plan Determine all roles & responsibilities Go back - iterations Finalize the "how to execute & ctrl." parts of all mgmt. plans Develop realistic and final PP & performance measurement baseline Cost benefit analysis Cost of conformance and non-conformance on the P Cost of Quality (COQ) Cost of conformance MUST be lower Points within the range are in ctrl Upper & lower ctrl limits Mean Specification limits Ctrl Charts Point outside upper / lower ctrl limit Out of Ctrl A group or series of 7 on one side of the mean **Tools/Techniques** Rule of 7 Assignable cause / Special cause variation 8.1 Plan quality Benchmarking experimentation to determine what Design of Experiments (DOE) variables will improve Q If 100% takes too long If 100% costs too much Statistical sampling If 100% is too destructive Flowcharting Project scope statement **WBS** Scope Project performance baselines WBS Dictionary Cost Input Schedule Stakeholder register Risk register EEF OPA Quality mgmt. plan Quality metrics Output **Quality Checklist** Process Improvement Plan Updt. P doc's