

8.2 Perform quality assurance

Usually handled by an external dept.
Answers: Are procedures being followed
Can we improve the way we do work

Request Changes

Continuously improve

Follow processes

Perform Quality Assurance

Perform Quality Audits

Tools/Techniques

Quality Audits

If not by Orga than by PM

Process analysis

Part of continuous improvement

Tools/Techniques from 8.1 & 8.3

Input

PP

Quality Metrics

Work Performance Information

Quality Ctrl. Measures

Output

Change requests

Updt. OPA

Updt. PP / P doc's