

PRINCE2™- Quality Management Strategy

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Note: This document is only valid on the day it was printed

Revision History

Date of next revision:

| Revision Date | Previous Revision Date | Summary of Changes | Changes Marked |
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Approvals

This document requires the following approvals. A signed copy should be placed in the project files.

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Overview

Purpose A Quality Management Strategy is used to define the quality techniques and standards to be applied, and the various responsibilities for achieving the required quality levels, during the project.

Contents *The Quality Management Strategy should cover the following topics.*

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Advice *The Quality Management Strategy is derived from the: Project Board; Project Brief, Project management team structure (for roles and responsibilities), Project Product Description (for the customer's quality expectations and acceptance criteria); Organizational standards; Supplier and customer quality management systems; Configuration management requirements; Change control requirements; Corporate or programme strategies; Facilitated workshops and informal discussions.*

A Quality Management Strategy can take a number of formats, including: Stand-alone document or a section in the Project Initiation Document; Entry in a project management tool.

The following quality criteria should be observed:

- The strategy clearly defines ways in which the customer's quality expectations will be met
- The defined ways are sufficient to achieve the required quality
- Responsibilities for quality are defined up to a level that is independent of the project and Project Manager
- The strategy conforms to the supplier's and customer's quality management systems
- The strategy conforms to the corporate or programme quality policy
- The approaches to assuring quality for the project are appropriate in the light of the standards selected.

Introduction

(States the purpose, objectives and scope, and identifies who is responsible for the strategy)

Quality Management Procedure

(A description of (or reference to) the quality management procedure to be used. Any variance from corporate or programme management quality standards should be highlighted, together with a justification for the variance)

The Procedure should cover the following topics:

Quality planning

Quality control

(The project's approach to quality control activities. This may include: Quality standards, Templates and forms to be employed (e.g. Product Description(s), Quality Register), Definitions of types of quality methods (e.g. inspection, pilot), and Metrics to be employed in support of quality control)

Quality assurance

(The project's approach to quality assurance activities. This may include: Responsibilities of the Project Board, Compliance audits, and Corporate or programme management reviews)

Tools and Techniques

(Refers to any quality management systems or tools to be used, and any preference for techniques which may be used for each step in the quality management procedure)

Records

(Definition of what quality records will be required and where they will be stored including the composition and format of the Quality Register)

Reporting

(Describes any quality management reports that are to be produced, their purpose, timing and recipients)

Timing of Quality Management Activities

(States when formal quality management activities are to be undertaken, for example audits (this may be a reference to the Quality Register))

Roles and Responsibilities

(Defines the roles and responsibilities for quality management activities, including those with quality responsibilities from corporate or programme management)