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Project Management, project planning, templates and advice

<COMPANY OR PROJECT LOGO>

<PROJECT NAME>

<PROJECT REFERENCE>

# QUALITY AUDIT TEMPLATE

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VERSION <1.0>

<DD/MM/YYYY>

## DOCUMENT CONTROL

### DOCUMENT INFORMATION

	Information
Document Id	<i>[Document Management System #]</i>
Document Owner	<i>[Owner Name]</i>
Issue Date	<i>[Date]</i>
Last Saved Date	<i>[Date]</i>
File Name	<i>[Name]</i>

### DOCUMENT HISTORY

Version	Issue Date	Changes
<i>[1.0]</i>	<i>[Date]</i>	<i>[Section, Page(s) and Text Revised]</i>

### DOCUMENT APPROVALS

Role	Name	Signature	Date
Project Sponsor			
Project Review Group			
Project Manager			
Quality Manager <i>(if applicable)</i>			

Procurement Manager <i>(if applicable)</i>			
Communications Manager <i>(if applicable)</i>			
Project Office Manager <i>(if applicable)</i>			

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## TEMPLATE GUIDE

### ***How to use this template***

*This is a guide to the common sections included in a Quality Audit. Sections may be added, removed, or amended to suit your project. Example tables have been added (where relevant) these are just a suggestion; you may decide to format these sections differently.*

*Text in Blue italics is designed to assist you in completing the template. Delete this text before sharing the final document.*

*Example entries are provided in some places. This text is show in Red.*

## AREA AUDITED

<Tick the area(s) that have been audited. Blanks are provided to add an area not on the list.>

<input type="checkbox"/> Adherence to Project Methodology	<input type="checkbox"/> Quality Management
<input type="checkbox"/> Project Specific Processes	<input type="checkbox"/> Resource Management
<input type="checkbox"/> Change Management	<input type="checkbox"/> Scope Management
<input type="checkbox"/> Configuration Management	<input type="checkbox"/> Testing (unit & user)
<input type="checkbox"/> Project Planning	<input type="checkbox"/> Training
<input type="checkbox"/> Project Documentation	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

## GOOD PRACTICES TO SHARE

<List the good practice that you have found. Include whether any of the practice will be shared and/or added to the organizations project methodology.>

<b>What worked well?</b>	<b>Why did it work well?</b>	<b>Will this be shared and if so, how?</b>
<b>The train the trainer approach.</b>	<i>It shortened the training schedule by 50% because the team were able to empower the customer's existing training team of 5+ trainers.</i>	<i>Yes, share at next Project Management team meeting. Add to our team wide Lessons Learned log.</i>

## GENERAL FEEDBACK ON WHAT WENT WELL.

<Add your general/overall comments and observations.>

## AREAS FOR IMPROVEMENT

<Describe what didn't work so well and why. Try to explain how this can be improved/corrected in future.>

<b>What didn't work so well?</b>	<b>Why did it go wrong?</b>	<b>Will this be shared and if so, how?</b>
<b>Customer acceptance was delayed leading to a delay in payment.</b>	<i>The customer didn't agree upfront i.e., in the project start-up phase, to the acceptance criteria, and insisted all defects, even those with workarounds, be fixed first.</i>	<i>Yes, share at next Project Management team meeting. Add to our team wide Lessons Learned log that acceptance criteria need to be signed-off before moving to the build phase of the project lifecycle.</i>

## GENERAL FEEDBACK ON WHAT DIDN'T GO WELL.

<Add your general/overall comments and observations.>

## DEFICIENCIES OR DEFECTS

<List any items that need to be corrected following the quality audit.>

<b>ID</b>	<b>Defect</b>	<b>Action</b>	<b>Responsible party</b>	<b>Due date</b>
<b>1</b>	<i>Docs are missing from the project online file system.</i>	<i>Upload all.</i>	<i>Project Manager.</i>	<i>Within 5 days.</i>
<b>2</b>	<i>A Change Request was not completed for a small change of zero value. Regardless of effort all changes from the SOW or design must be recorded.</i>	<i>Complete a retrospective change request.</i>	<i>Project Manager.</i>	<i>With 30 days.</i>

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