



QUALITY THEME

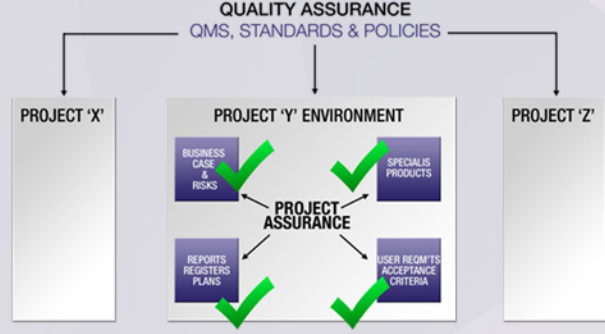
PRINCE2®

PRINCIPLE - FOCUS ON PRODUCTS

“A PRINCE2® project focuses on the definition and delivery of products, in particular their quality requirements”

Source: Managing Successful Projects with PRINCE2® 2017 Edition

PROJECT ASSURANCE VS. QUALITY ASSURANCE



PRINCE2® APPROACH TO QUALITY

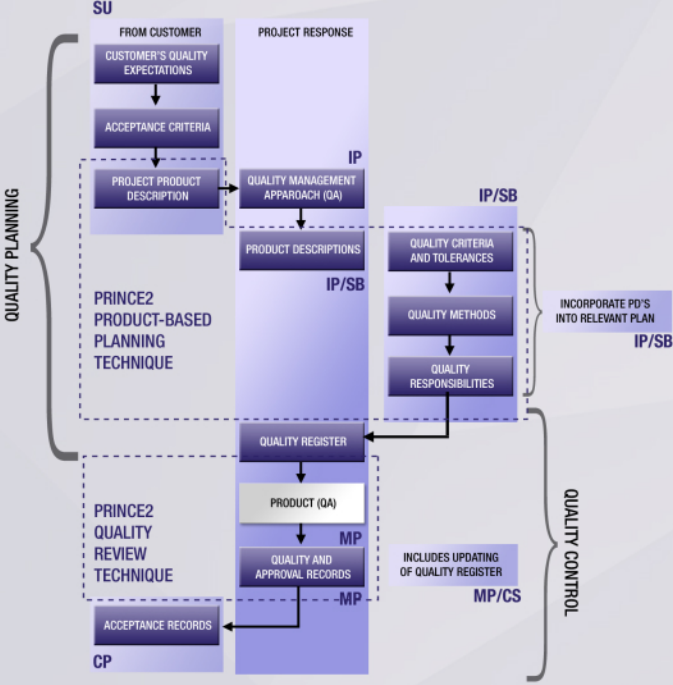
Requires systematic activities to:

- Identify all the project's products (covered by quality planning)
- Define them in Product Descriptions (covered by quality planning)
- Implement and track the quality methods employed throughout the project (covered by quality planning)

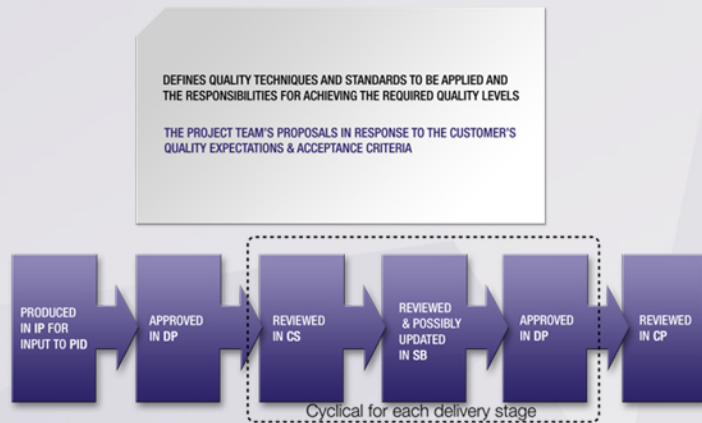
A product can be a person, process, service and/or system



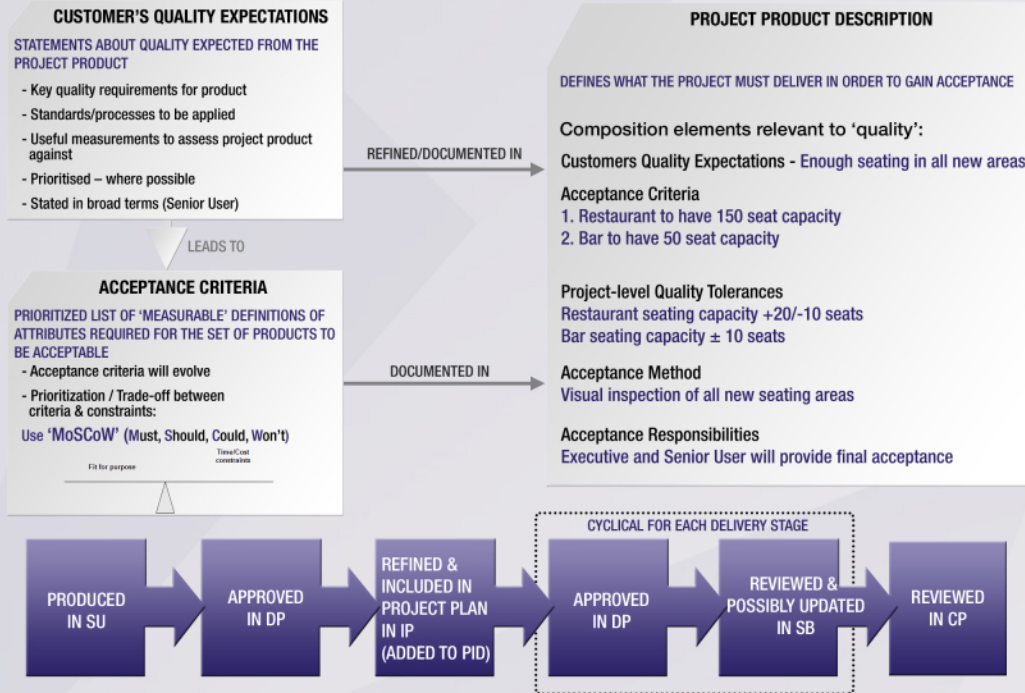
QUALITY AUDIT TRAIL



QUALITY MANAGEMENT APPROACH



CUSTOMER'S QUALITY EXPECTATIONS, ACCEPTANCE CRITERIA AND THE PROJECT PRODUCT DESCRIPTION

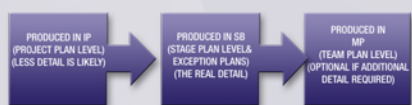


PRODUCT DESCRIPTION

DESCRIBES A PRODUCT'S PURPOSE, COMPOSITION, DERIVATION AND QUALITY CRITERIA

Composition elements relevant to 'quality':

- Quality Criteria:** (the required 'measurable' quality specification of the product)
- Quality Tolerance:** (details of any acceptable range in the quality criteria)
- Quality Method(s):** (types of quality activities to be used to check a product's quality criteria have been met, e.g. quality review / test / inspection)
- Quality Skills:** (the skills required to undertake the quality method(s))
- Quality Responsibilities:** (Defining the Producer, Reviewer(s) and Approver(s))



QUALITY RESPONSIBILITIES

THREE CATEGORIES:

- PRODUCER
- REVIEWER(S)
- APPROVER(S)



QUALITY REGISTER

Quality Activity ID	Product ID	Product Title	Quality Method	Roles & Responsibilities	Planned Quality Activity Date	Forecast Quality Activity Date	Actual Quality Activity Date	Planned Sign-off Date	Forecast Sign-off Date	Actual Sign-off Date	Result	Quality Records
001	RP- Designs -Bar-01	Bar Design	Quality Review	Presenter- J.Smith Reviewer- Bar Mgr Administrator- Receptionist Chair - PM	1/4/09	1/4/09	2/4/09	1/4/09	3/4/09		Conditionally Complete	Question List 01

QUALITY CONTROL - QUALITY METHODS

TWO TYPES OF QUALITY METHODS:

- "In-Process" Methods** ('building-in' quality as products are developed)
 - Surveys & consultations
 - Software tools & robotics
- Appraisal Methods** (finished products are assessed for completeness / 'fitness for purpose')
 - Testing if 'objective and quantifiable' criteria
 - Quality inspection if 'professional judgement' required (e.g. PRINCE2® quality review technique)

Both methods ensure products meet their respective quality criteria, in their product descriptions

Supports 'focus on products' principle



QUALITY REVIEW TECHNIQUE

OBJECTIVES

- Assess conformity of a product (typically a document) against its quality criteria in the product description
- Involve key interested parties
- Provide confirmation that the product is complete and can be approved
- Baseline the product for future change control



TIP: QUALITY REVIEW 'MANAGEMENT' PRODUCTS AS WELL AS SPECIALIST PRODUCTS

SUPPORTS 'FOCUS ON PRODUCTS' PRINCIPLE



QUALITY REVIEW TEAM ROLES

CHAIR

- Conducts review
- Reports result to approver
- Independent of producer
- Can also be Reviewer role



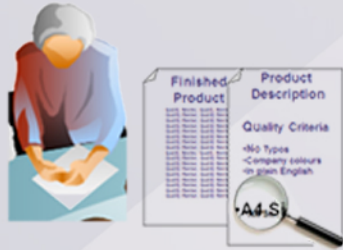
PRESENTER

- Introduces product for review and represents producer(s) of the product
- Can also be Administrator role



REVIEWERS

- Reviews the product, submits questions, confirms corrections and/or improvements

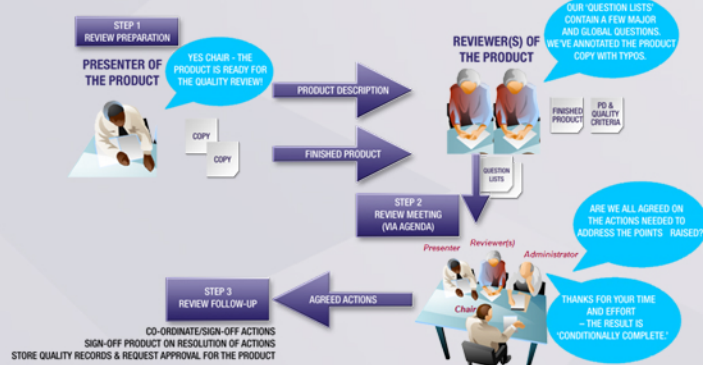


ADMINISTRATOR

- Provides administrative support
- Records result/actions



QUALITY REVIEW TECHNIQUE



TAILORING QUALITY

