

HOW TO USE THIS TEMPLATE:

Introduction

The template reflects the steps set out in the PRINCE2® Method and is designed to prompt the Project Manager and help in the creation of the Quality Management Approach. There is also a Product Description for the Quality Management Approach at Appendix A of the PRINCE2 Manual.

Loading the file

This template has been produced using Microsoft Word. To use it, load up the file directly from the directory and starting from page 1 follow the prompts (in [...] brackets).

Deleting the [...] text

When the template is complete, the whole Quality Management Approach document can be printed and approved.

Prior to printing, you should delete all [...] prompt text.

Saving the Quality Management Approach document under its own name

Save the Quality Management Approach document by selecting the “SAVE-AS” command; this will avoid overwriting the standard template. You must specify your own Project Directory.

Once your Quality Management Approach is complete check the document against the following Quality Criteria:

- The approach 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 approach conforms to the supplier's and customer's quality management systems
- The approach conforms to the corporate, programme management or customer quality policy
- The approaches to assuring quality for the project are appropriate in the light of the standards selected.

PROJECT DOCUMENTATION

QUALITY MANAGEMENT APPROACH

Project:

Release:

Date:

PRINCE2

Author:

Owner:

Client:

Document Ref:

Version No:

1 Quality Management Approach History

1.1 Document Location

This document is only valid on the day it was printed.

The source of the document will be found at this location – *[insert folder structure]*

1.2 Revision History

Date of this revision:

Date of next revision:

Revision date	Previous revision date	Summary of Changes	Changes marked
		First issue	

1.3 Approvals

This document requires the following approvals.

Signed approval forms should be filed appropriately in the project filing system.

Name	Signature	Title	Date of Issue	Version

1.4 Distribution

This document has been distributed to:

Name	Title	Date of Issue	Version

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3 Introduction

[States the purpose, objectives and scope, and identifies who is responsible for the approach]

4 Quality management procedure

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

- 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)
 - Metrics to be employed in support of quality control
- Project assurance: the project's approach to quality assurance activities. This may include:
 - Responsibilities of the Project Board
 - Compliance audits
 - Corporate or programme management reviews]

5 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]

6 Records

[Definition of what quality records will be required and where they will be stored, including the composition and format of the quality register]

7 Reporting

[Describes any quality management reports that are to produced, their purpose, timing and recipients]

8 Timing of quality management activities

[States when formal quality management activities are to be undertaken – for example, audits (where this may involve reference to the quality register)]

9 Roles and responsibilities

[Defines the roles and responsibilities for quality management activities, including those with quality responsibilities from corporate, programme management or the customer.]