Program Quality Management Plan

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* Program Business Case
* Program Charter
* Program Management Plan
* Program Risk Register
* Program Benefits Register
* Benefits Management Plan
* Stakeholder Register
* Stakeholder Engagement Plan
* Program Governance Plan
* Program Change Request
* Resource Management Plan
* Risk Management Plan
* Schedule Management Plan
* Scope Management Plan
* Program Performance Report
* Change Log
* Change Management Plan
* Communications Management Plan
* Financial Management Plan
* Information Management Plan
* Lessons Learned Register
* Procurement Management Plan
* Quality Management Plan
* Final Program Report

To access and benefit from these templates, visit: [KnowledgeMap.pm/Certifications/PgMP](https://knowledgemap.pm/certifications/pgmp)

Utilize these structured, professional templates to ensure your program's success and to boost your readiness for PgMP certification.

Quality Management Plan Template

**Quality Management Plan** is a component of the project or program management plan that describes how an organization’s policies, procedures, and guidelines will be implemented to achieve the quality objectives.

PROGRAM QUALITY ASSURANCE AND CONTROL

Program quality assurance and control involves the activities related to the periodic evaluation of overall program quality to provide confidence that the program can comply with relevant quality policies and standards. Quality assurance involves not only program quality planning, but also meeting customer expectations and ensuring benefits can deliver value as defined and expected by the intended beneficiary. This quality review is the key deliverable of quality assurance—that the outcome of the program is satisfactorily rendered for the beneficiaries. Once the initial quality assurance specifications are decided upon in the program planning subphase, quality should be continuously monitored and analyzed. Programs often conduct quality assurance audits to make sure proper updates are performed. New government laws and regulations may create new quality standards.

The program management team is responsible for implementing all required quality changes. The lengthy duration of programs often requires quality assurance updates throughout the program’s life cycle. Program quality assurance focuses on cross-program, intercomponent quality relationships, and how one component’s quality specification impacts another component’s quality when they are interdependent. Program quality assurance also includes the analysis of the quality control results of the program components to see that overall program quality is delivered.

Program quality control involves the monitoring of specific components or program deliverables and results to determine if they meet the quality requirements and lead to benefits realization. The quality control activity contributes to the implementation of the quality plans at the project and subsidiary program levels, using quality reviews that should be performed with constituent component reviews. Quality control is performed throughout the duration of the program. Program results include product and service deliverables, management results and cost schedules, and performance, as well as the benefits realized by the end user. End-user satisfaction is a metric that should be obtained to gauge the program quality. The fitness for use of the benefits, products, or services delivered by the program is best evaluated by those who receive it. To that end, programs often use customer satisfaction surveys as one quality control measurement.

PROGRAM QUALITY ASSESSMENT

An assessment of quality constraints, expectations, risks, and controls should be included as part of program formulation. Organizational or regulatory quality standards may act as important constraints on program delivery, particularly in the case of a compliance program. Expectations about the quality of program outputs may serve as important inputs to determine program costs and required program infrastructure and resources. The ability of program suppliers to comply with quality standards may also be an important consideration for the program procurement and risk assessments. Finally, the need for program quality reviews or audits may be considered important to enable program governance.

The output of this activity is the program quality assessment, which is an input to the program business case, program charter, and program quality management planning during program planning.

PROGRAM QUALITY MANAGEMENT PLANNING

Program quality management planning identifies the organizational or regulatory quality standards that are relevant to the program as a whole, and specifies how to satisfy them across the program. The **Program Quality Management Plan** is a component of the program management plan that describes how an organization’s quality policies should be implemented. Often within a program, there are many differing quality assurance requirements as well as differing test and quality control methods and activities. Program quality management consists of the activities of the performing organization that determine program quality policies, objectives, and responsibilities. Program quality management aims to align these varying requirements and control methods, and may add additional ones to enable overall program quality. It is good practice for the program manager to document the overall program’s quality objectives and principles in a quality policy that is shared with all program components.

Program management is responsible for the planning of the proper quality assurance criteria throughout the life cycle of the program, which may exceed the timelines of the individual components. New quality control tools, activities, and techniques may be introduced into the program and employed when appropriate. An example of this is when new laws are enacted or new components are introduced during the program’s life cycle.

When initiating the program, the cost of the level of quality requirements should be evaluated and incorporated into the business plan. Quality is a variable cost in all components and should be considered as such in the **Program Quality Management Plan**. It is beneficial to analyze program quality in order to evaluate it across the program with the goal of combining quality tests and inspections to reduce costs, where feasible. If the tests are not coordinated, products and deliverables could be tested several times throughout a program and a cost incurred for no valid reason. It should be noted that the output of this activity is a **Quality Management Plan**, which provides the quality assurance measures and quality controls that are incorporated into the program and the methods of inspection based on the program scope.

Quality management should be considered when defining all program activities as well as for every deliverable and service. For example, when developing a program resource management plan, it is recommended that a program quality manager participate in the planning activity to verify that quality activities and controls are applied and flow down to all the components, including those performed by subcontractors.

# Quality Management Objectives

This section defines the goals of quality management activities, ensuring consistent quality throughout the program's life cycle:

* What are the key goals for managing program quality?
* How will these objectives support the overall program strategy?

**Objectives:**

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Quality Standards

This section identifies the organizational or regulatory quality standards relevant to the program:

* What quality standards must the program adhere to?
* How will these standards be applied across the program components?

**Quality Standards:**

- Organizational Standards: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

- Regulatory Standards: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

- Application Across Components: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Quality Assurance

Outline the quality assurance activities to be performed to ensure compliance with quality standards:

* What quality assurance activities will be performed?
* How will quality assurance be integrated into program planning and execution?

**Quality Assurance:**

- Activities: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

- Integration into Program: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Quality Control

Describe the quality control methods and activities to monitor and measure specific program deliverables:

* What quality control methods will be used?
* How will the results of quality control activities be documented and reported?

**Quality Control:**

- Methods: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

- Documentation and Reporting: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Roles and Responsibilities

Identify the roles and responsibilities related to quality management:

* Who is responsible for quality management activities?
* What are the specific responsibilities of each role?

**Roles and Responsibilities:**

- Program Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

- Quality Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

- Component Managers: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

- Stakeholders: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Quality Metrics and Checklists

Define the quality metrics and checklists that will be used to ensure quality standards are met:

* What quality metrics will be used to measure performance?
* What checklists will be developed to guide quality activities?

**Quality Metrics and Checklists:**

- Metrics: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

- Checklists: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Quality Reviews and Audits

Outline the process for conducting quality reviews and audits throughout the program's life cycle:

* How will quality reviews be conducted?
* What is the schedule for quality audits?

**Quality Reviews and Audits:**

- Review Process: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

- Audit Schedule: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Quality Assurance and Control Specifications

Detail the specifications for quality assurance and control activities:

* What are the specific quality assurance and control specifications?
* How will these specifications be communicated to the program team?

**Quality Assurance and Control Specifications:**

- Specifications: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

- Communication Plan: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Quality Improvement

Describe the processes for identifying and implementing quality improvements:

* How will quality improvement opportunities be identified?
* What processes will be used to implement quality improvements?

**Quality Improvement:**

- Identification Process: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

- Implementation Process: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_