How to use:

Note: This template was created with Microsoft Word. Follow the prompts (in [...] brackets).

Instructions

1. When the template is complete, the document can be printed and approved.
2. Prior to printing, you should delete all [....] prompt text.
3. Save the document by selecting the "Save As" command. You must specify your own directory for your project.

Quality criteria

Once the document is complete check it against the quality criteria below. (Note: these quality criteria are taken from *Managing Successful Projects with PRINCE2 (Axelos Limited. (2017). Managing Successful Projects with PRINCE2 (6th Edition). London: The Stationery Office Ltd.).*

- 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.

Quality management approach

Project:

Release:

Date:

Author:

Owner:

Client:

Document Ref:

Version No:

1 Document 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 project 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

Name	Signature	Title	Date of Issue	Version

1.4 Distribution

This document has been distributed to:

Name	Title	Date of Issue	Version

2   Introduction

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

3   Quality management process or 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 variances. The process or procedure should cover:

the approach to quality assurance and 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 project assurance activities. This may include:

–   responsibilities of the project board

–   compliance audits

–   corporate, programme management or customer reviews.]

4   Tools and techniques

[Refers to any quality management systems or tools to be used, and any preference for techniques that may be used, for each step in the quality management procedure.]

5   Records

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

6   Reporting

[Describes any quality management reports, including their purpose, timing and recipients.

## 7	Timing of quality management activities

[States when formal quality management activities are to be undertaken (e.g. during audits, when this may involve reference to the quality register).]

## 8	Roles and responsibilities

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