Quality Management Integration Plan

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# Project Outline

The quantity management integration plan is concerned with defining the acceptable level of quality in the project, which is an engineering project. It will describe how the project will ensure a level of quality in these various deliverables. Furthermore, it will focus on ensuring that the project reaches the desired level of quality and meets the agreed upon standards as well as requirements. It will also ensure that nonconformance are found and identified and appropriate action is taken to correct the situation. The quality management plan will monitor and verify that project deliverables can meet the set standards for better functioning.

There are some project deliverables that in these processes and these will have to be considered. Engineering process improvement is one important project deliverable that will be important to consider. Product quality enhancement is another deliverable that should be achieved by the project (Campanella, 1999).A progress report will have to be delivered to ensure efficient process within all procedures. Improved process efficiency is another deliverable from the project, and this will have to be met. Faster response time is another important product deliverable that will have to be considered. The improvement of reaction procedures within the organization is an important project deliverable that will have to be met.

The organization will have to consider environmental preparation in the implementation of the quality management plan. Furthermore, it should target avoiding costly failures by attending to both individuals as well as environmental factors in the advancement of the quality management procedures. Time, as well as effort, will have to be invested in organizational readiness strategies before initiating the quality management plan (Campanella, 1999).The preliminary progress will have to be implemented by including all stakeholders. It should be a process of involvement and cannot be applied without forceful demands. Strategic leadership will be essential in the course of implementing the quality management plan within the organization. The organization will also have to assess readiness and also be willing to make the necessary improvements to realize its various targets. Successful implementation will also rely on the adoption of appropriate leadership styles as well as mission formulation and culture building.

# Organizational Readiness for Quality Management

The organization has managed to integrate quality systems that ensure that adequate processes occur in the organizational setting. It has defined and documented a quality policy as well as quality objectives that are ensuring effective implementation by all organizational members. It has provided quality control processes which are focussed on fulfilling the quality requirements within the organization (McNabb & Sepic, 1995). It has also managed to set up quality assurance procedures that are focused on providing confidence concerning the quality requirements. The organization has also established some standard operating procedures that have led to the formation of solutions to various problems within the organizational setting. All these quality systems have enabled the organization to deal with different occurrences and maintain quality in various processes.

The organization has in recent time shown readiness to incorporate quality management in its various processes. It has managed to show commitment in critical decision-making capacities. Furthermore, it has managed to invest financially as well as commit time to this processes (McNabb & Sepic, 1995).The ability of the organization to dedicate resources to the project reveals readiness as well. Furthermore, the organization has managed to undergo some preparedness procedures to ensure efficient realization of all these processes. It has organized teams who work together to realize various targets that have been set at an organizational level, and this reveals readiness in these processes.

It might also be necessary to incorporate additional support to ensure that quality management is successfully implemented at the organizational level. The use of a quality champion may be required in these processes and may improve the outcomes (McNabb & Sepic,1995).Quality champions will promote quality through the company, and it will assist in the planning, implementation and the advancement of quality systems at all organizational levels. It will oversee and conduct analysis to assure that the final product will meet the client demands as well as the internal quality standards. The quality champions will develop technology that will improve manufacturing as well as systems processes. It will incorporate the use of six sigma tools to provide effective leadership as well as facilitate inspection activities to support production.

# Quality Systems Analysis

ISO-9000 is important in quality management, but it is necessary to understand that it has some advantages as well as disadvantages in the organizational setting (Hoyle,2001).One advantage of ISO-90001 is that it guarantees efficiency as well as consistency in management processes and it makes it easier to provide high-quality service to customers. It also increases control especially due to the requirement of a higher level of documentation, and this will allow businesses to have a greater understanding of various processes. It also leads to the establishment of results oriented approach and these deals with providing products and services that meet expectations of the customers.

There are some disadvantages of ISO-9001 certification in the business setting as well. One disadvantage is the fact that it is too expensive for some companies and therefore it is only limited to organizations that can afford it (Hoyle,2001).Another disadvantage of IS0-9001 certification is that it may lead to a lack of improvement in customer satisfaction and this is because certification does not necessarily guarantee results. It also points to a need for greater accountability within the organization especially since these certifying boards are not overseen by the International Organization for Standardization.

The six sigma process also has some pros and cons as well. One advantage of six sigma is the fact that it has clearly defined goals and therefore there are no haphazard assumptions to be expected (Wang, 1998).The six sigma process also emphasizes on achieving goals which are attainable. Furthermore, it uses effective scientific techniques as well as precise tools and has managed to infuse upper management with passion and dedication. The six sigma process has managed to integrate concepts that benefit the employees as well as customers and has also managed to ensure that all information given out is applicable in the real world scenario.

However, there are some disadvantages to the six sigma process as well. One major drawback is the fact that the projects which are selected are done so subjectively rather than objectively and therefore goals may be mistaken as attainable whereas, in reality, they are time wasting (Wang, 1998).Another major disadvantage is that there is over flooding of individuals who may not understand the techniques, as well as tools necessary for successful processes and this, may hinder effective mechanisms within the organization. Lack of clear strategies and standards has hampered the success of the six sigma process.

The capability maturity model also has some advantages as well as disadvantages. Some of the benefits include the fact that it ensures uniformity in documentation and this provides less learning cycle for new resources. It also ensures cost saving occurs and this is used to lesser effort and minor defects. The use of capability maturity model often results in increased customer satisfaction as well as decreased costs (Wang, 1998).Improved deliveries are also reported, and these occur in time this leading to increased productivity. The use of the capacity maturity model, therefore, benefits the organizational setting significantly. However, there are disadvantages as well as the fact that it will require more efforts regarding documentation. Furthermore, a shift in cultural attitudes will also be required as well. Additional resources, as well as knowledge, will also be needed for efficient processes.

The incorporation of ISO-9001 will be the most effective for the organization.ISO-9001 certification will guarantee that the quality is of the required standards. It will attract more revenue for the organization, and at the same time, it will be the most practical to implement (Hoyle, 2001).Furthermore, it will improve the quality of the organization and at the same time will result in better performance in all sectors. Furthermore, consistency of operations will be guaranteed, and this will ensure the realizations of profits.ISO-9001 will provide a constant level of quality within production processes and this will affect all other connected outputs. Therefore, it will be the most reliable model to implement at the organizational level.

# Quality Dimensions and Criteria

The measurement and determination of quality will be done using a number of considerations. One important consideration will be performance, and this is based on the fact that these deliverables should be adequately defined within their specifications (Pereira, 2008) .Performance is important because it will influence the profitability as well as the reputation of the end user. Another important quality dimension is features and this includes the fact that suppliers designing the product or the particular service are familiar with its intended use. Reliability is a major quality dimension and it is related to the fact that reliability is a fundamental dimension of quality by most end users. Conformance is another major dimension of quality and it is connected to performance specification.

Durability is another important dimension and it ensures that the requirements are within the procurements contracts and specifications. Servicability is also importance and it ensures that the end users become more focused with the total cost ownership rather that the simple procurement costs (Pereira, 2008) .Aesthetics is also important and it is concerned with the way the product looks for end users. The aesthetic property of a product contributes to the identity of the brand. The presence of any faults or defects may diminish aesthetic qualities. Perception is another dynamic and the product or service may possess adequate or superior dynamics of quality but fall victim to negative or public perceptions.

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| Group | Project Integration Management | Milestones | Quality Dimensions and Criteria | Manage/Mitigate | Action |
| Initiating | Developing the charter | Business Feasibility | Serviceability | Maintaining serviceability levels | Implement |
| Planning | Developing the quality management plan | Detailed Concept Design | Durability | Maintaining Durability | Initiate |
| Executing | Directing and Managing execution of the plan | Resource mobilization and construction | Aesthetics | Improving Aesthetics | Implement |
| Monitoring and Controlling | Monitoring and controlling processes | Quality assurance and quality control | Perceived Quality | Quality maintenance | Implement |
| Closing | Closing the project or the phase | Possession and handover | Reliability | Maintaining reliability | Initiate |

# Quality Process Improvement Tools and Techniques

# Quality Performance Monitoring and Control

# Three Levels of Quality Management

# Quality Performance Communication Plan

References

Pereira, R. (2008). *8 Dimensions of Quality*. *Gemba Academy*. Retrieved 25 May 2017, from <https://blog.gembaacademy.com/2008/05/28/8-dimensions-of-quality/>