For instructions on using this template, please see Notes to Author/Template Instructions on page 25. Notes on accessibility: This template has been tested and is best accessible with JAWS 11.0 or higher. For questions about using this template and To request changes to the template, please contact [CMS IT Governance](mailto:IT_Governance@cms.hhs.gov) ([IT\_Governance@cms.hhs.gov](mailto:IT_Governance@cms.hhs.gov)).

|  | Centers for Medicare & Medicaid Services |
| --- | --- |

<Project Name / Acronym>

Quality Management Plan

Version X.X

MM/DD/YYYY

**Document Number:** <document’s configuration item control number>

**Contract Number:** <current contract number of company maintaining document>

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# Introduction

## Purpose of the Quality Management Plan

Instructions: Provide the purpose of the Quality Management Plan. This document should be tailored to fit the particular project needs. Identify which project(s), product(s), and/or the portion of the project life cycle that are covered by this plan and the overall quality objectives for this project.

The Quality Management Plan documents the necessary information required to effectively manage project quality from project planning to delivery. It defines a project’s quality policies, procedures, criteria for and areas of application, and roles, responsibilities and authorities.

The Quality Management Plan is created during the Planning Phase of the project and is considered a component of the Project Management Plan. Its intended audience is the project manager, project team, project sponsor and any senior leaders whose support is needed to carry out the plan.

# Assumptions/Constraints/Risks

## Assumptions

Instructions: Describe any assumptions or dependencies regarding the project quality approach. These may concern such issues as: quality standards, scheduling audits, etc.

## Constraints

Instructions: Describe any limitations or constraints that may have a significant impact on the quality approach.

## Risks

Instructions: Describe any risks associated with quality management of the project and proposed mitigation strategies.

# Quality Management Approach, Planning & Overview

## Quality Planning

Instructions: Identify which quality standards are relevant to the project and how to satisfy them. Identify and define appropriate quality metrics and measures for standards for project processes, product functionality, regulatory compliance requirements, project deliverables, project management performance, documentation, testing, etc. Identify the acceptance criteria for project deliverables and product performance.

### Define Project Quality

Instructions: Identify quality standards and expectations for customers, the project, organization and federal regulations, define customer and project goals, quality standards, critical success factors, and metrics for which to measure success, and outline acceptance criteria for project deliverables and product performance.

### Measure Project Quality

Instructions: Describe how quality will be determined and measured. Identify critical success factors and metrics for measuring success against prescribed quality objectives and standards. Identify acceptance criteria for project deliverables and product performance. Identify desired metrics and related monitoring processes for which to measure quality standard, develop a plan for measuring quality, define methods of data collection and archiving, and document timeframe for measurement and metrics reporting.

### Quality Objectives and Standards

Instructions: Identify the quality goals and objectives of the customer, project, organization, and stakeholders, as applicable. Identify the quality standards for project processes (e.g., product functionality, regulatory compliance, project deliverables, project management performance, documentation, testing, etc.), and describe how they will be satisfied.

### Organization, Responsibilities and Interfaces

Instructions: Describe the primary roles and responsibilities of the project staff as it relates to the practice of Quality Management for the project. Indicate responsibilities for activities such as mentoring or coaching, auditing work products, auditing processes, participating in project reviews, etc.

Table : Quality Roles and Responsibilities

| Name | Role | Quality Responsibility |
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## Methods and Tools

Instructions: Describe the methods, processes, tools and techniques that will be used for quality management, and how they will integrate with other project processes (e.g., contract management, staffing management, communication management, decision analysis and resolution, cost management, subcontractor management, project monitoring and control, risk management, etc.). As appropriate, refer to the Project Management Plan (PMP) and/or any applicable subordinate plans that may exist (e.g., Staffing Management Plan, Communication Management Plan, Subcontractor Management Plan, etc.).

Table : Quality Management Processes

| Quality Process | Tools & Techniques |
| --- | --- |
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## Tools, Environments and Interfaces

Instructions: List and define the data elements and the quality tools that will be used to measure project quality and level of conformance to defined quality standards/metrics.

Table : Quality Tools

| Quality Tool | Description |
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# Quality Assurance

Instructions: Identify and define those actions, operational techniques, activities and metrics to measure them, that provide the confidence that project quality is in fact being met and has been achieved. Relate these actions to the quality standards defined earlier in the planning section of this document.

## Assessments, Reviews & Audits

Instructions: Identify the product reviews, process audits, and other assessments that will be conducted during the project’s life cycle to ensure quality objectives and standards are met. Identify the specific types of assessments, reviews, and audits, who are involved in them, the frequency that they occur, and the types of events that trigger them.

## Quality Analysis

*Instructions: Describe the process for analyzing quality data, documenting opportunities for improvement, and applying what was learned from quality analysis to eliminate gaps between current and desired levels of performance.*

## Improve Project Quality

*Instructions: Analyze quality data, document opportunities for improvement and apply what was learned from quality analysis to eliminate gaps between current and desired levels of performance.*

## Quality Control

*Instructions: Identify those monitoring and controlling actions that will be conducted to control quality throughout the project’s life. Define how it will be determined that quality standards comply with the defined standards outlined earlier in this document. Identify owners of ongoing monitoring and improvement of project processes.*

## Corrective Actions

*Instructions: Describe the process and procedures by which anomalies and problems will be recorded, tracked, resolved, and reported. Also, identify the process by which project processes may be reviewed and modified to maximize quality. Describe how corrective actions will be identified and communicated to the project team and stakeholders, how corrective action plans will be monitored, and who is responsible for assigning and executing the corrective actions.*

# Quality Schedule

*Instructions: Provide a schedule of quality reviews and other quality activities by system lifecycle phase. You may include a schedule with specific dates or with lifecycle phases only, as appropriate for the project. Ensure that this information is appropriately integrated into the overall Project Schedule.*

1. Record of Changes

*Instructions: Provide information on how the development and distribution of the Quality Management Plan will be controlled and tracked. Use the table below to provide the version number, the date of the version, the author/owner of the version, and a brief description of the reason for creating the revised version.*

Table 4: Record of Changes

| Version  Number | Date | Author/Owner | Description of Change |
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1. Acronyms

Instructions: Provide a list of acronyms and associated literal translations used within the document. List the acronyms in alphabetical order using a tabular format as depicted below.

Table 5: Acronyms

| Acronym | Literal Translation |
| --- | --- |
| **CMS** | Centers for Medicare & Medicaid Services |
| **PMP** | Project Management Plan |
| **QA** | Quality Assurance |
| **QC** | Quality Control |
| **SDMP** | System Development Management Plan |
| **SOW** | Statement of Work |
| **CMS** | Centers for Medicare & Medicaid Services |
| **PMP** | Project Management Plan |

1. Glossary

Instructions: Provide clear and concise definitions for terms used in this document that may be unfamiliar to readers of the document. Terms are to be listed in alphabetical order.

Table 6: Glossary

| Term | Definition |
| --- | --- |
| Quality | The degree to which a set of inherent characteristics fulfill requirements (i.e., the degree of excellence which a thing possesses). |
| Quality Assurance | The operational techniques and activities that are used to fulfill requirements for quality. |
|  |  |
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1. Referenced Documents

Instructions: Summarize the relationship of this document to other relevant documents. Provide identifying information for all documents used to arrive at and/or referenced within this document (e.g., related and/or companion documents, prerequisite documents, relevant technical documentation, etc.).

Table 7: Referenced Documents

| Document Name | Document Location and/or URL | Issuance Date |
| --- | --- | --- |
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1. Approvals

The undersigned acknowledge that they have reviewed the Quality Management Plan and agree with the information presented within this document. Changes to this Quality Management Planwill be coordinated with, and approved by, the undersigned, or their designated representatives.

*Instructions: List the individuals whose signatures are desired. Examples of such individuals are Business Owner, Project Manager (if identified), and any appropriate stakeholders. Add additional lines for signature as necessary.*

|  |  |  |  |
| --- | --- | --- | --- |
| Signature: |  | Date: |  |
| Print Name: |  |  |  |
| Title: |  |  |  |
| Role: |  |  |  |

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| Print Name: |  |  |  |
| Title: |  |  |  |
| Role: |  |  |  |

1. Notes to the Author / Template Instructions

This document is a template for creating a Quality Management Plan for a given investment or project. The final document should be delivered in an electronically searchable format. The Quality Management Plan should stand on its own with all elements explained and acronyms spelled out for reader/reviewers, including reviewers outside CMS who may not be familiar with CMS projects and investments.

This template includes instructions, boilerplate text, and fields. The developer should note that:

* *Each section provides instructions or describes the intent, assumptions, and context for content included in that section. Instructional text appears in blue italicized font throughout this template.*
* *Instructional text in each section should be replaced with information specific to the particular investment.*
* *Some text and tables are provided as boilerplate examples of wording and formats that may be used or modified as appropriate.*

When using this template, follow these steps:

1. *Table captions and descriptions are to be placed centered, above the table.*
2. *Modify any boilerplate text, as appropriate, to your specific investment.*
3. *Do not delete any headings. If the heading is not applicable to the investment, enter “Not Applicable” under the heading.*
4. *All documents must be compliant with Section 508 requirements.*
5. *Figure captions and descriptions are to be placed centered, below the figure. All figures must have an associated tag providing appropriate alternative text for Section 508 compliance.*
6. *Delete this “Notes to the Author / Template Instructions” page and all instructions to the author before finalizing the initial draft of the document.*
7. Template Revision History

The following table records information regarding changes made to the template over time. To provide information about the controlling and tracking of this artifact, please refer to the Record of Changes section of this document.

Table 8: Template Revision History

| Version  Number | Date | Author/Owner | Description of Change |
| --- | --- | --- | --- |
| 1.0 | 07/29/2020 | Alex Smith  CMS/OIT/ICPG/DIIMP | Baseline document |
|  |  |  |  |
|  |  |  |  |

1. Additional Appendices

Instructions: Utilize additional appendices to facilitate ease of use and maintenance of the document.