

Georgia Palm Group – ITFN3314

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1.0 Quality Assurance Plan

1.1 Introduction

1.2 Purpose

1.2.1 To provide guidelines that ensures that a quality product is developed

1.3 Policy Statement

1.3.1 To provide a clear, concise quality assurance procedure.

1.4 Scope

2.0 Management

2.1 Organizational Structure

2.2 Roles and Responsibilities

2.2.1 Customer

2.2.2 Programmer(s)

2.2.3 Tester(s)

3.0 Required Documentation

3.1 Frequently Asked Questions

4.0 Quality Assurance Procedures

4.1 Walkthrough Procedure

4.1.1 Go through application running under normal conditions

4.1.2 Go through application using invalid input

4.2 Review Process

4.2.1 Check the imported and manually entered data for errors

4.3 Process Improvement

5.0 Problem Reporting Procedures

5.1 Tracking System

6.0 Quality Assurance Metrics

6.1 Create a Pareto diagram to monitor the number of problems/complaints/questions related to specific areas