



**WORLD
QUALITY
DAY 2012**

Developing a Quality Plan

Planning is essential to ensuring the quality and future improvement of project outputs. Planning puts in place processes to ensure that project outputs are fit for purpose and meet quality expectations. A project plan should focus on the following areas:

- 1. Objectives:** Set out what you want to achieve and the standard of quality that you expect from the product or service that you are trying to produce or the initiative that you are undertaking.
- 2. Criteria:** Determine how these objectives will be assessed and how you will confirm that the requirements have been achieved. Remember – your objectives should be **SMART**; that is **S**pecific, **M**easurable, **A**chievable, **R**ealistic and **T**imely.
- 3. Quality plan:** The plan puts in place quality assurance processes to ensure that the desired quality is achieved and tests to provide evidence. Quality planning should demonstrate that the outputs meet the objectives and criteria in a straightforward and neutral way.
- 4. Implementation:** The doing stage – what is done, by whom and when.
- 5. Evaluation:** Measure the success of what you set out to do. For a project or programme, this tends to relate to achievements, outcomes, what was learned and how this changes things. Evaluation involves people making judgements about success, but doing so using objective and systematic techniques. Evaluation focuses on issues such as whether the outputs are useful, wanted by users and liked by them. Peer review might be appropriate to assess whether an output is useful, and surveys or focus groups to assess user satisfaction. Evaluation skills, rather than technical skills, are needed to select appropriate evaluation methods and to assess the results.

CELEBRATE WITH EVENTS FROM 5-9 NOVEMBER 2012

World Quality Day 2012
www.thecqi.org/worldqualityday
T: 020 7245 6722
E: info@thecqi.org
W: www.thecqi.org

