

THE SIX QUALITY PLANNING STEPS IN **PRINCE2**

In this resource we examine the six quality Planning steps in PRINCE2.
The first step is to gather the Customer's Quality Expectations and the
last one is to set up the Quality Register.



WHAT IS THE PURPOSE OF **QUALITY PLANNING**

The purpose of Quality Planning is to agree the projects Quality Expectations with the project board. The Project Manager should document the Quality Criteria in the Product Descriptions and also document how the Quality Criteria will be checked. the purpose is furthermore to communicate these agreements with the stakeholders so that there is a common understanding of what the project will produce.



THE **SIX QUALITY** PLANNING STEPS

There are six steps to Quality planning in PRINCE2.

1

Customer's Quality Expectations

The first thing the Project Manager needs to do is to gather the Customer's Quality Expectations. These are the key requirements of the main product to be produced. This information also includes the standards to be applied to achieve this quality and the measurements to assess the quality.

2

Acceptance Criteria

The second step is to determine the Acceptance Criteria. The Acceptance Criteria are a measurable list of all the quality details. This is the list the customer checks before accepting the completed product.

3

Project Product Description

The third step is the creation of the Project Product Description itself, which includes the quality information for the product. Along with the product information, the customer's quality expectations, acceptance criteria, and the project level quality tolerances are also included in this document.

4

Quality Management Strategy

The fourth step is the creation of the Quality Management Strategy document. This document defines the agreed strategy on quality for the project. It explains what the project management team will do to achieve the customer's quality expectations and acceptance criteria.

5

Product Descriptions

The fifth step is integrating the quality requirements into the Project Plan. In order to do this, Product Descriptions are created for all the sub-products that make up the project's main product. The descriptions include detailed information such as the quality criteria, quality tolerances, quality methods, and quality responsibilities.

6

Quality Register

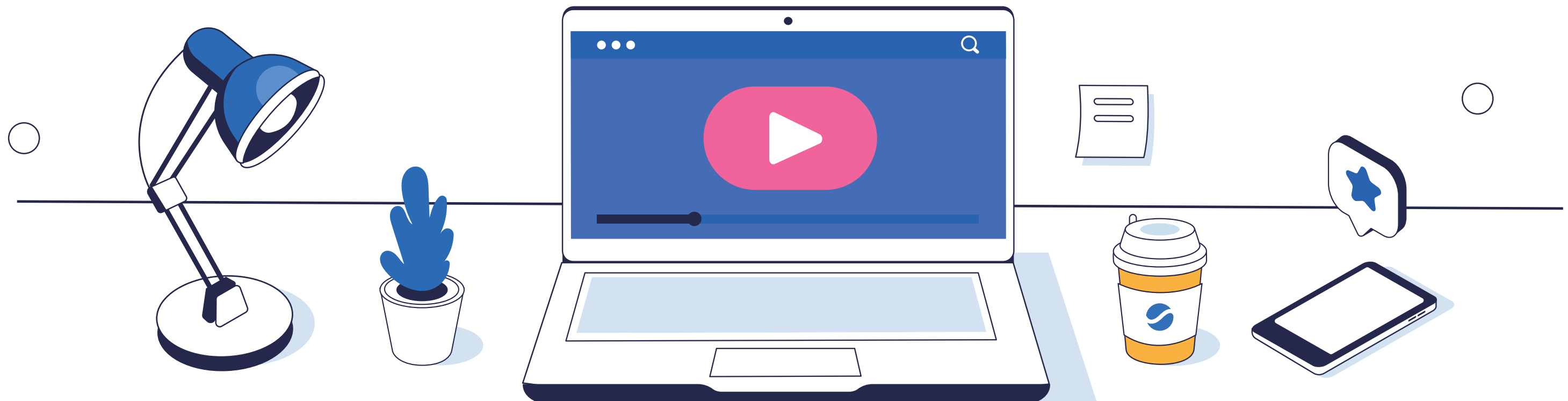
The last step is setting up the Quality Register. This document is a spreadsheet to make it easy to see quality related information at a glance. It is effectively a diary of the quality events planned and undertaken. It includes information such as the product names, quality methods, reviewers and approvers, expected delivery dates and target and actual review dates.

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