

An Integral Quality System

McCaw Operations Methodology - MOM

SASQAG

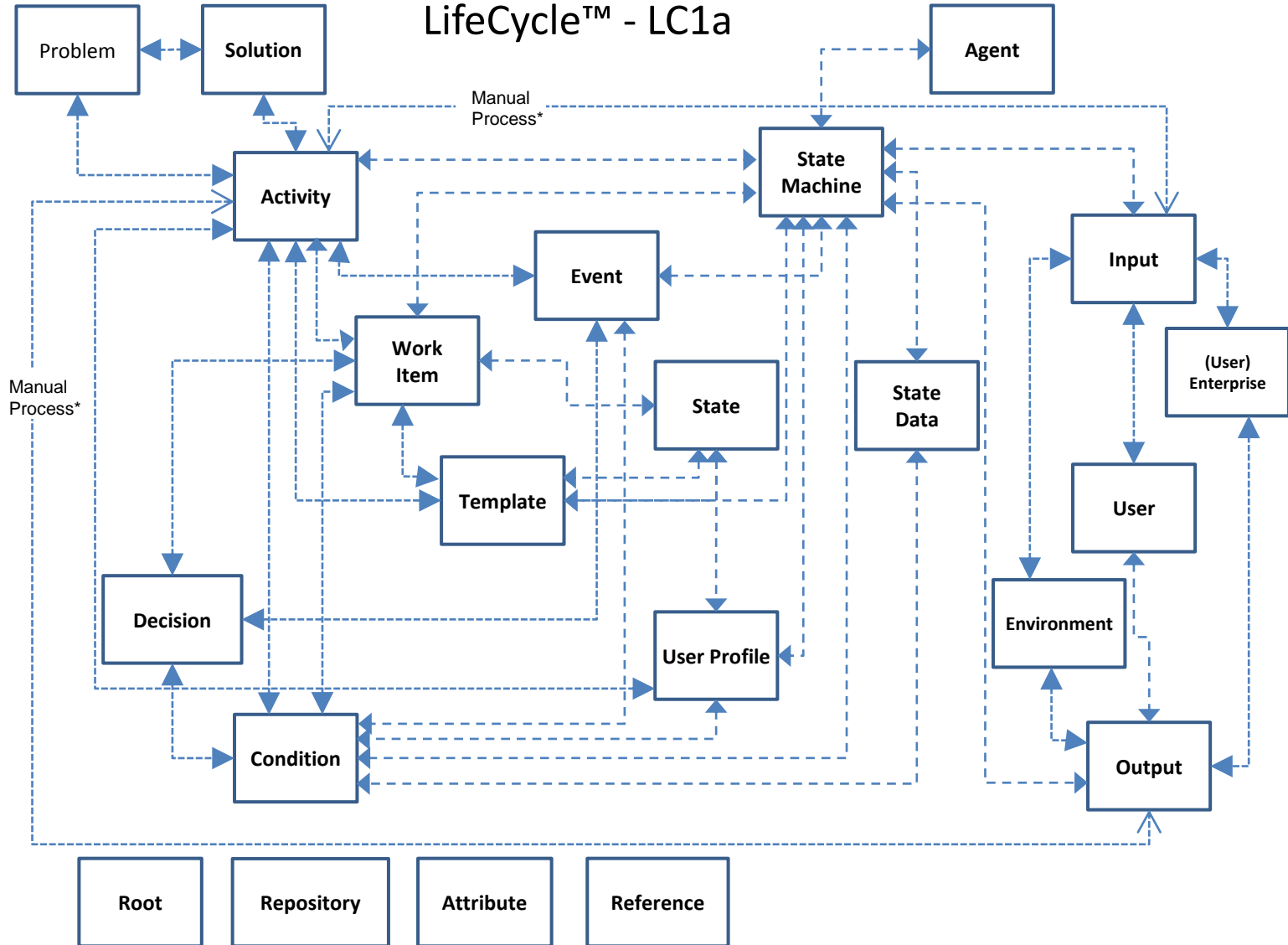
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17 June 2010

One Pager

LifeCycle™ - LC1a



“Ask Your MOM”

Formally ...

...defines, describes and maintains...

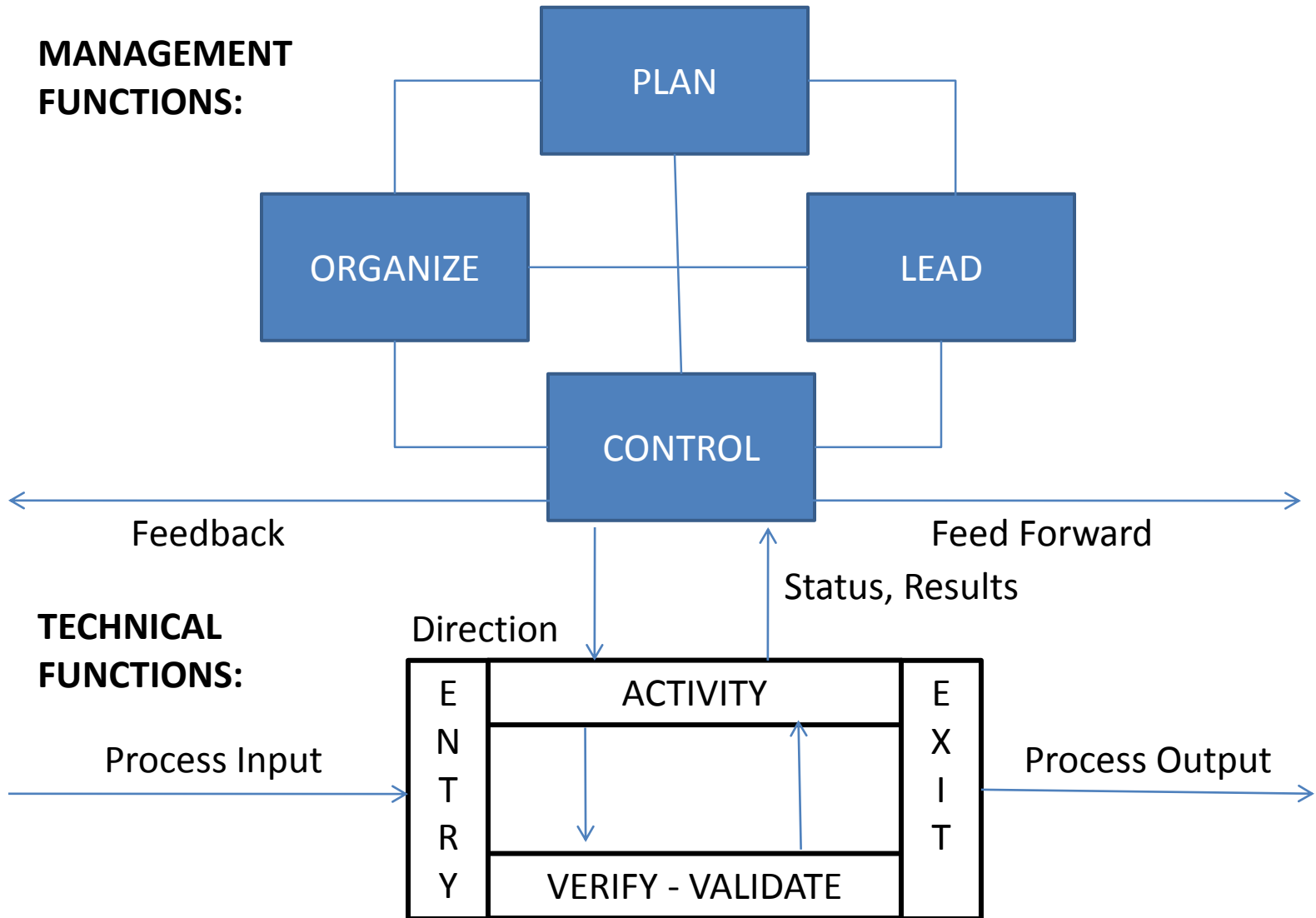
...principles, practices and procedures...

...used by McCaw Operations, *and many others*

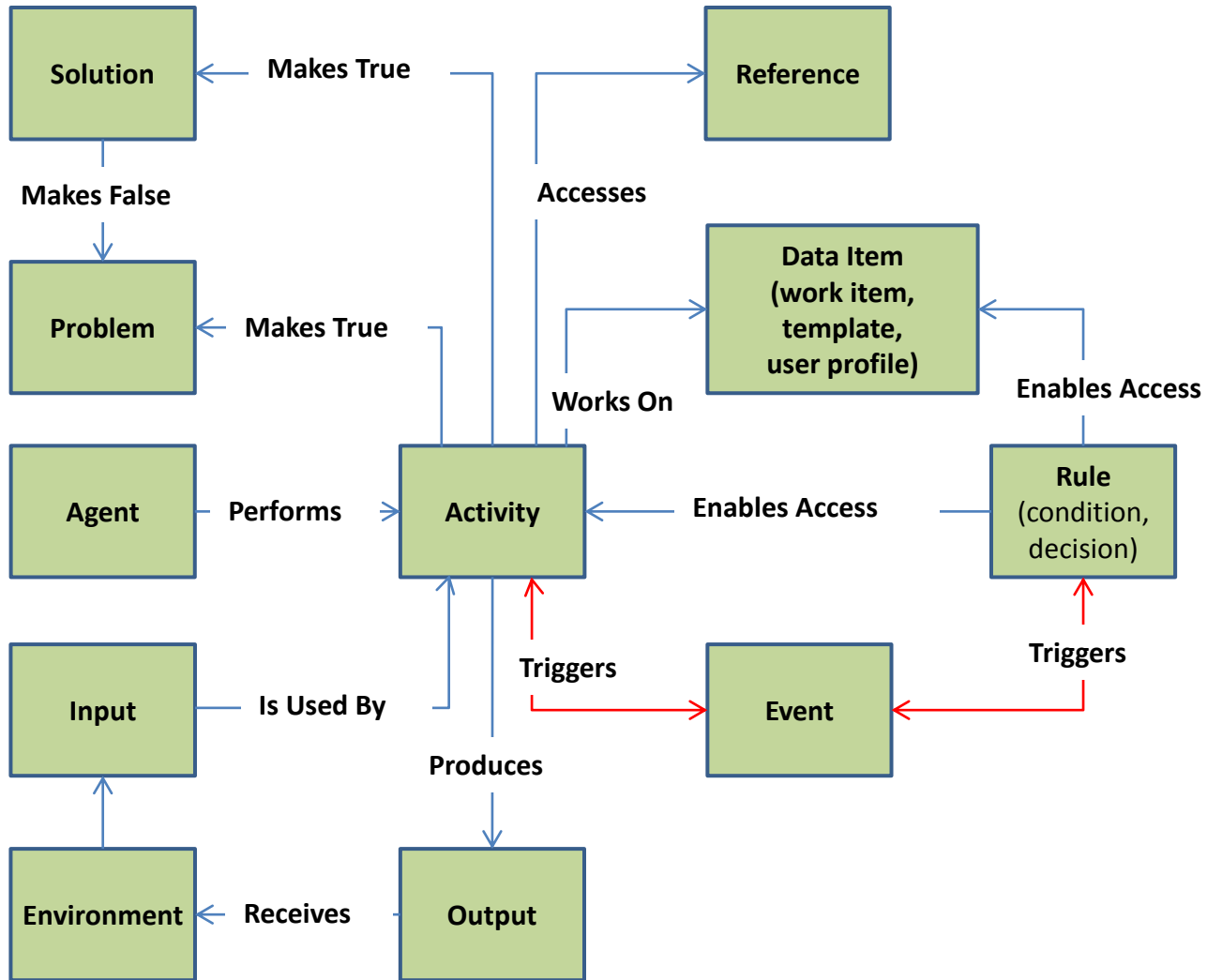
And She Will Tell You:

- What
- Why
- When
- Where
- Who
- How

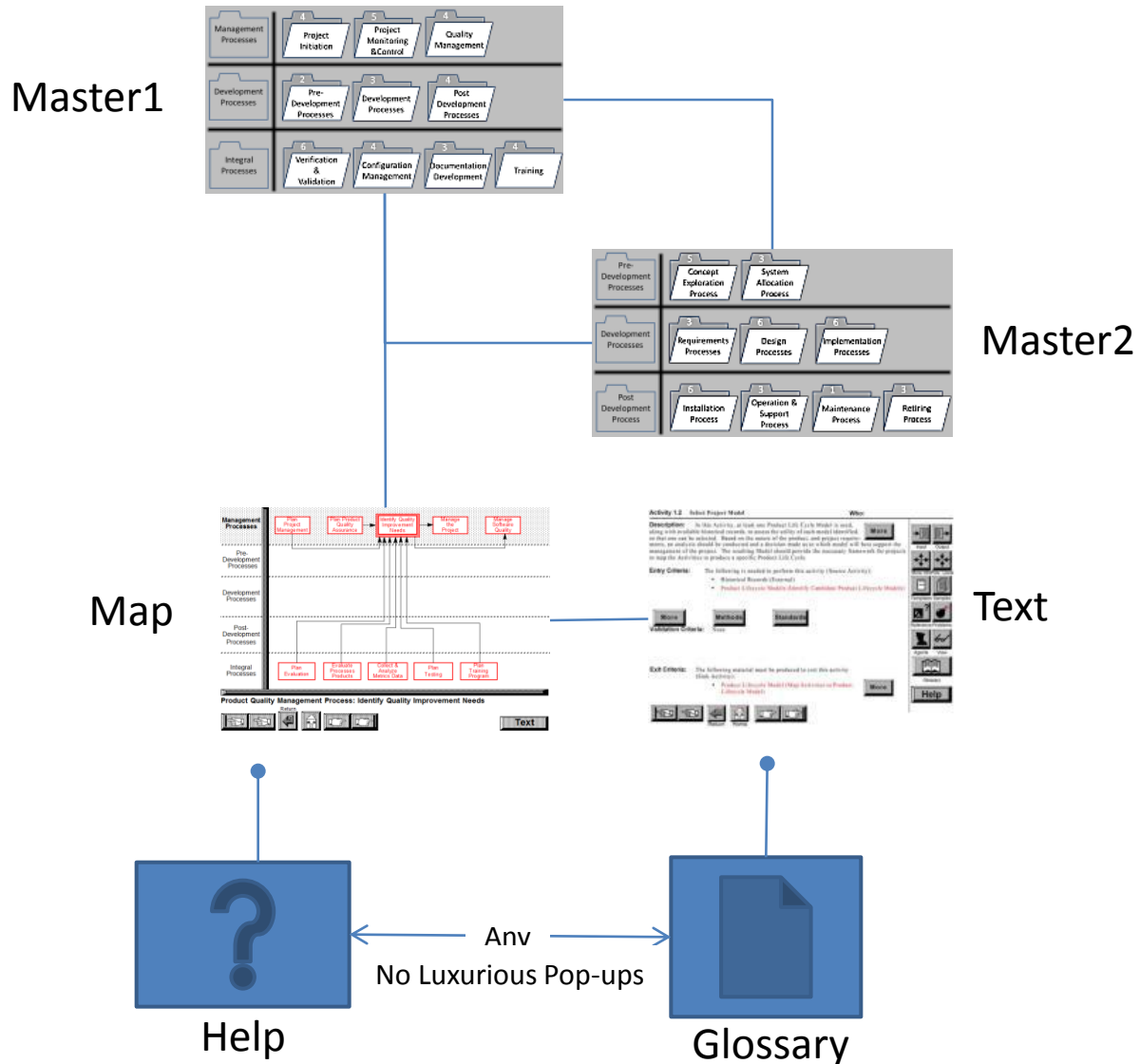
MOM - Context



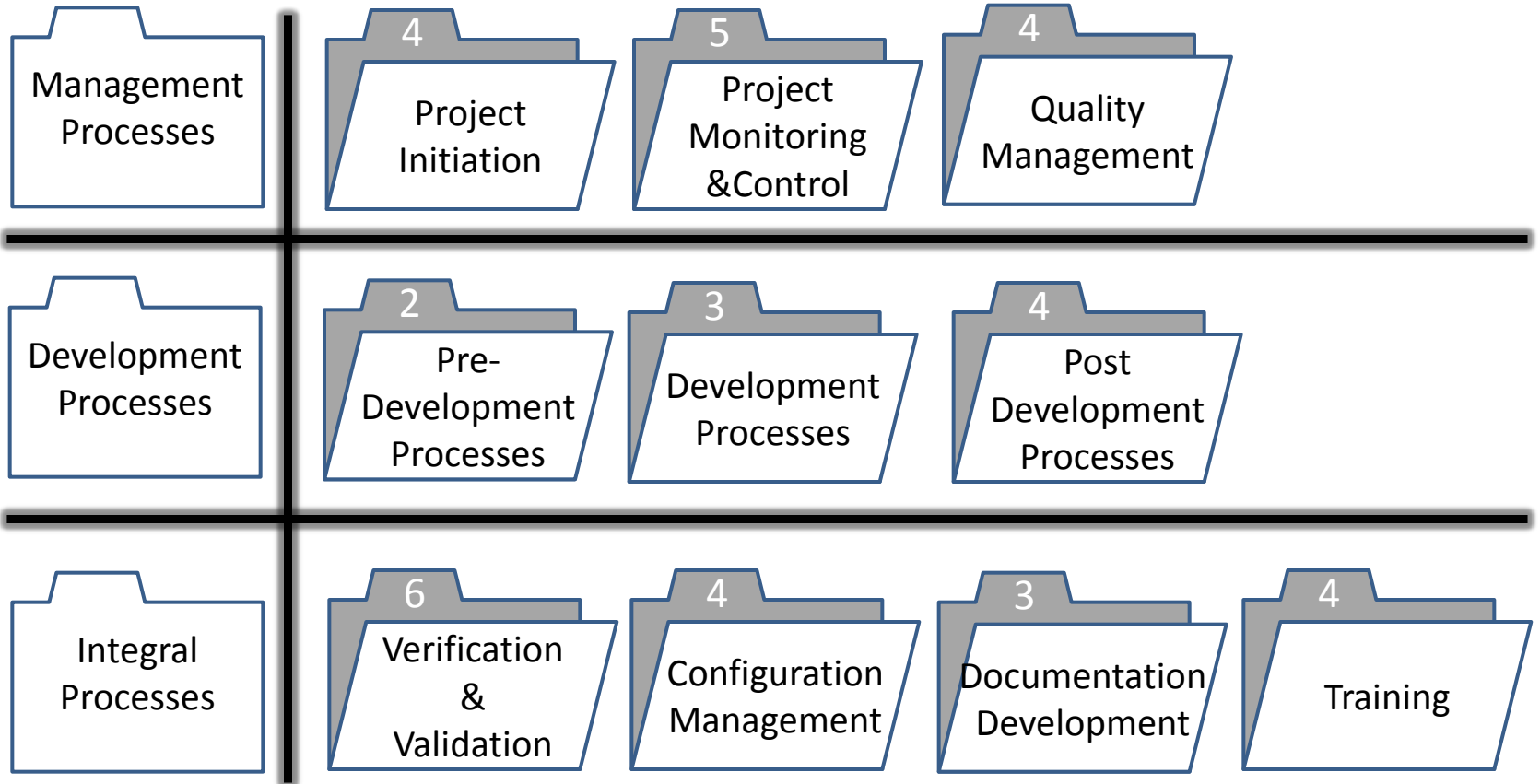
MOM – Entity Model



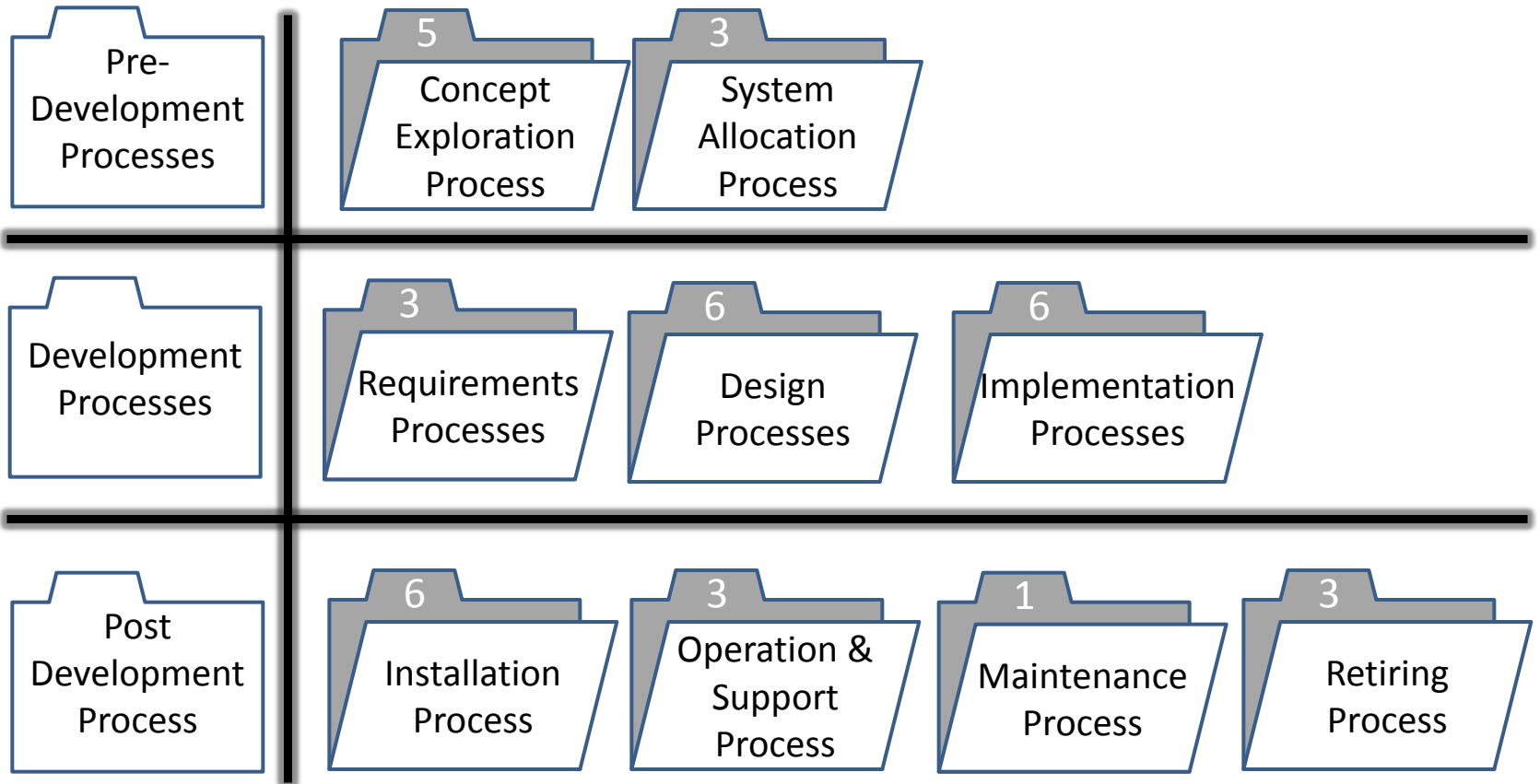
McCaw FrameMaker Files



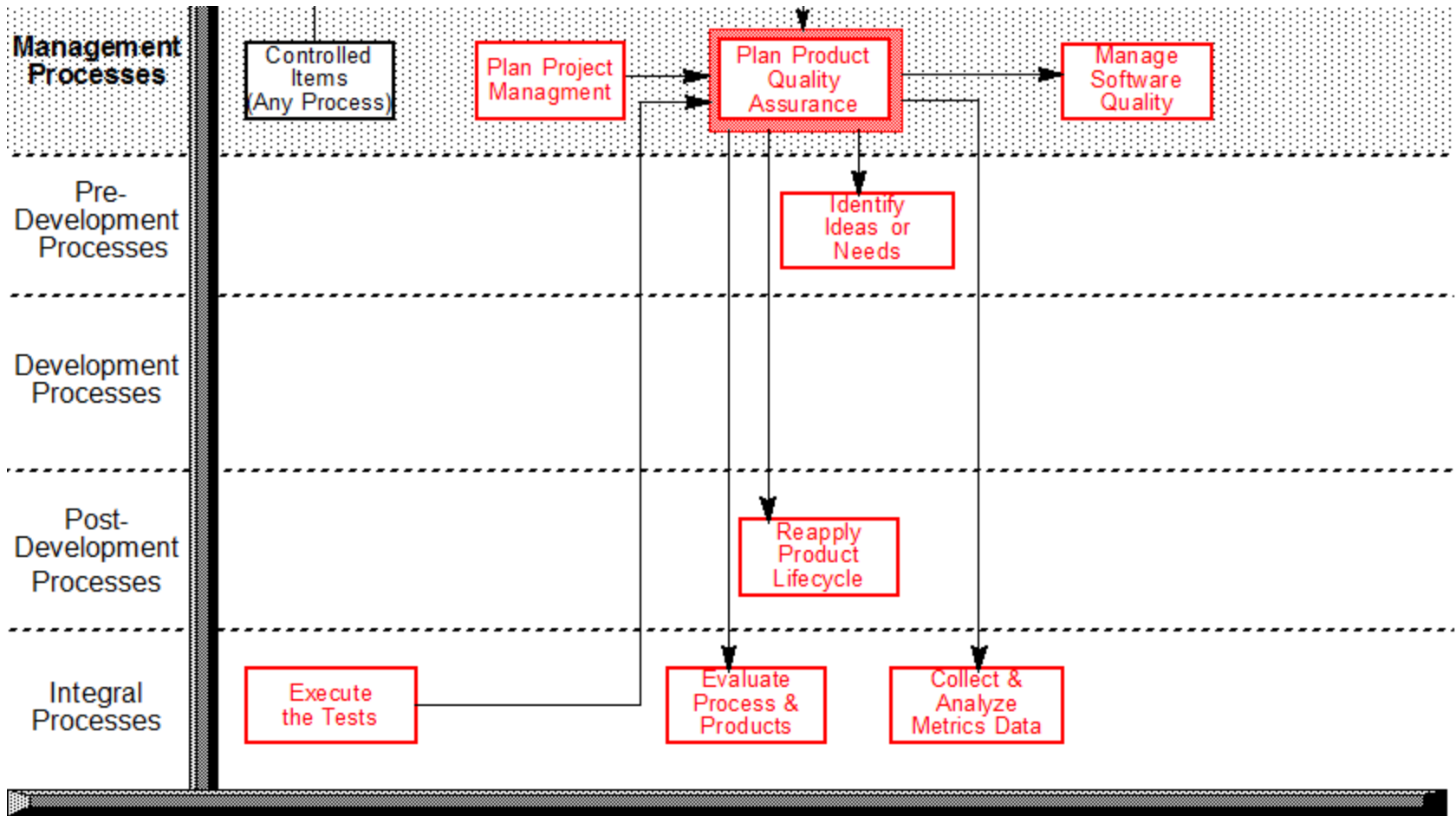
Master1



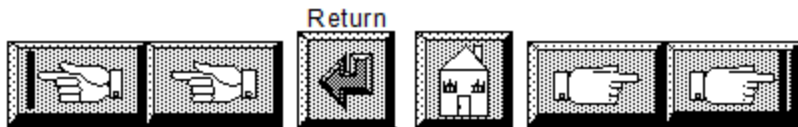
Master2



Plan Quality Assurance Map



Product Quality Management Process: Plan Product Quality Assurance



Return

Text

Product Quality Management Process

Activity 2.3 Product Quality Management Process

Who:

Description: The objective of this Process is the planning and implementation of a series of tasks that provides adequate confidence in the quality of products. This Process is documented in the Product Quality Assurance Plan. The Activities of this Process span the entire Product Life Cycle.



Entry Criteria: See sub-activities



Validation Criteria: See sub-activities

Exit Criteria: See sub-activities



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Plan Quality Assurance

Activity 2.3.1 Plan the Product Quality Assurance

Who:

Description: This Activity produces a Product Quality Assurance Plan (QAP). The goal of the QAP is to ensure achievement of the product intermediate and final quality objectives. (Note: Overall quality objectives are derived using organizational guidelines as well as contractual requirements from the Product Project Management Plan, and are documented in the QAP).



Entry Criteria: The following is needed to perform this activity (Source Activity):

- **Product Project Management Plan (Plan Project Management)**



Validation Criteria: Prior to distribution of the QAP, the following processes should be invoked:

- **Verification & Validation Process**
- **Document Development Process**
- **Product Configuration Management**

Exit Criteria: The following material must be produced to exit this activity (Sink Activity):

- **Product Quality Assurance Plan**



Input Output



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Reference Problems



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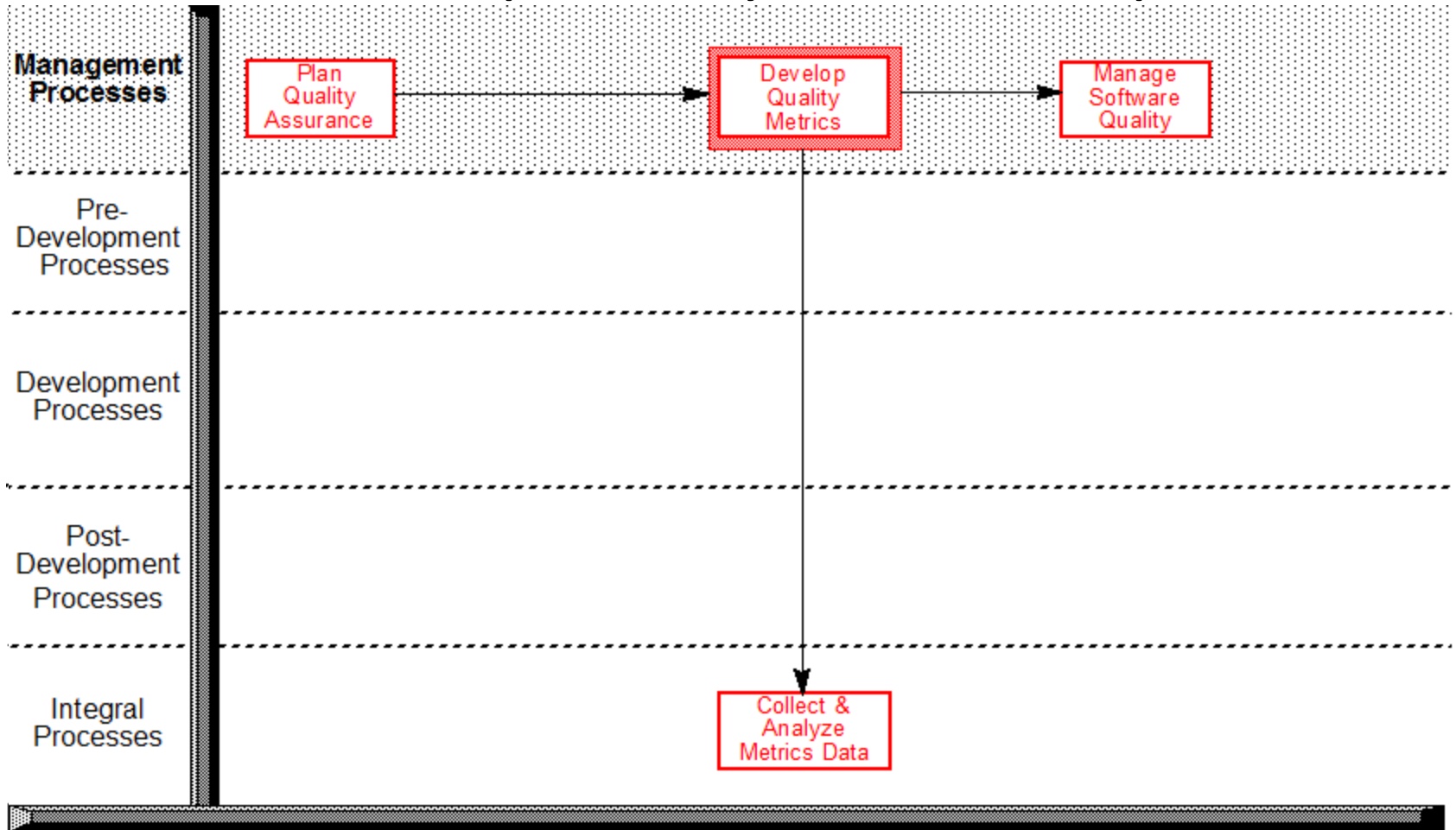
Help



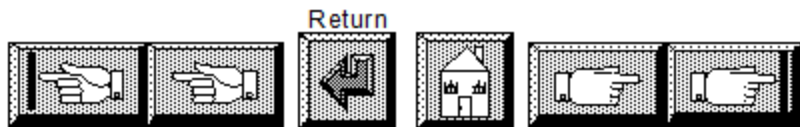
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Develop Quality Metrics Map



Product Quality Management Process: Develop Quality Metrics (If Applicable)



Text

Develop Quality Metrics

Activity 2.3.2 Develop the Quality Metrics

Who:

Description: This Activity is applicable if a quality metrics program is required for the project. If applicable, quality metrics should be developed that monitor the attainment of the quality goals throughout the Product Life Cycle. For each metric, methods for data collection and analysis should be identified to track compliance with these goals. Quality metrics should be related to both the products and processes of the life cycle.



Entry Criteria: The following is needed to perform this activity (Source Activity):

- **Product Quality Assurance Plan (Plan Quality Assurance)**



Validation Criteria:

None

Exit Criteria: The following material must be produced to exit this activity (Sink Activity):

- **Defined Metrics**
- **Defined Analysis Methods**
- **Defined Collection**



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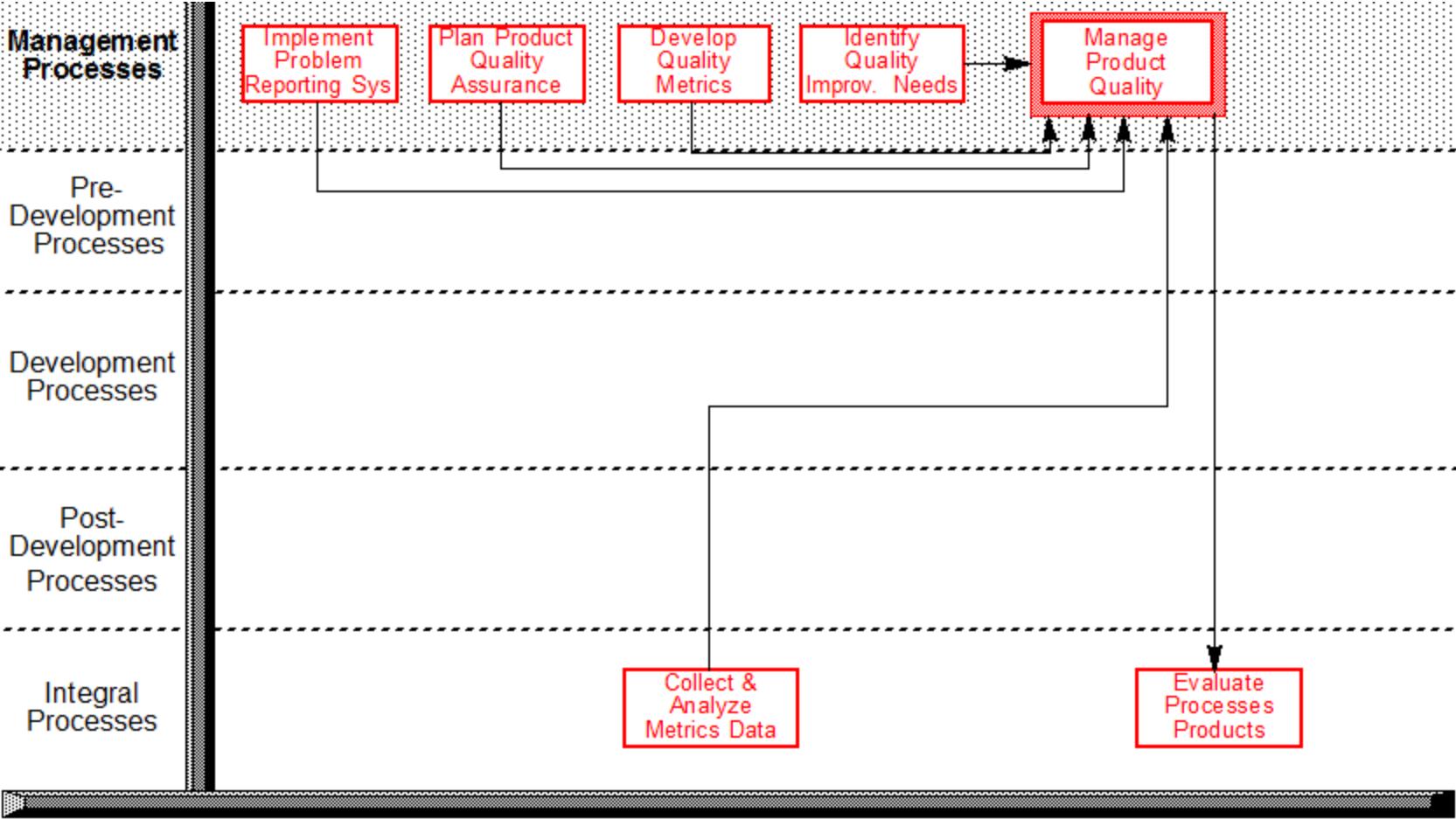
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Glossary



Manage Product Quality Map



Product Quality Management Process: Manage Product Quality



Manage Product Quality

Activity 2.3.3 Manage the Product Quality

Who:

Description: This Activity should provide timely planning, reporting and feedback on the project's ongoing quality status. Throughout the life cycle, quality should be reviewed and measured against established milestones and metrics in the QAP.



Entry Criteria: The following is needed to perform this activity (Source Activity):

- Report Log (Implement Problem Report System)
- Resolved Problem Report (Implement Problem Reporting System)
- Quality Assur. Plan (Plan Product Quality Assur)
- Defined Metrics (Develop Quality Metrics)
- Defined Analysis Methods (Dev Quality Metrics)
- Quality Collection Methods (Dev Quality Metrics)
- Quality Improvement Recommendations (Identify Quality Improvement Needs)
- Analysis Rep (Collect & Analyze Metrics Data)



Validation Criteria: None

Entry Criteria: The following material must be produced to exit this activity (Sink Activity):

- Project Quality Assessments
 - Evaluate Processes and Products



Input Output



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Glossary



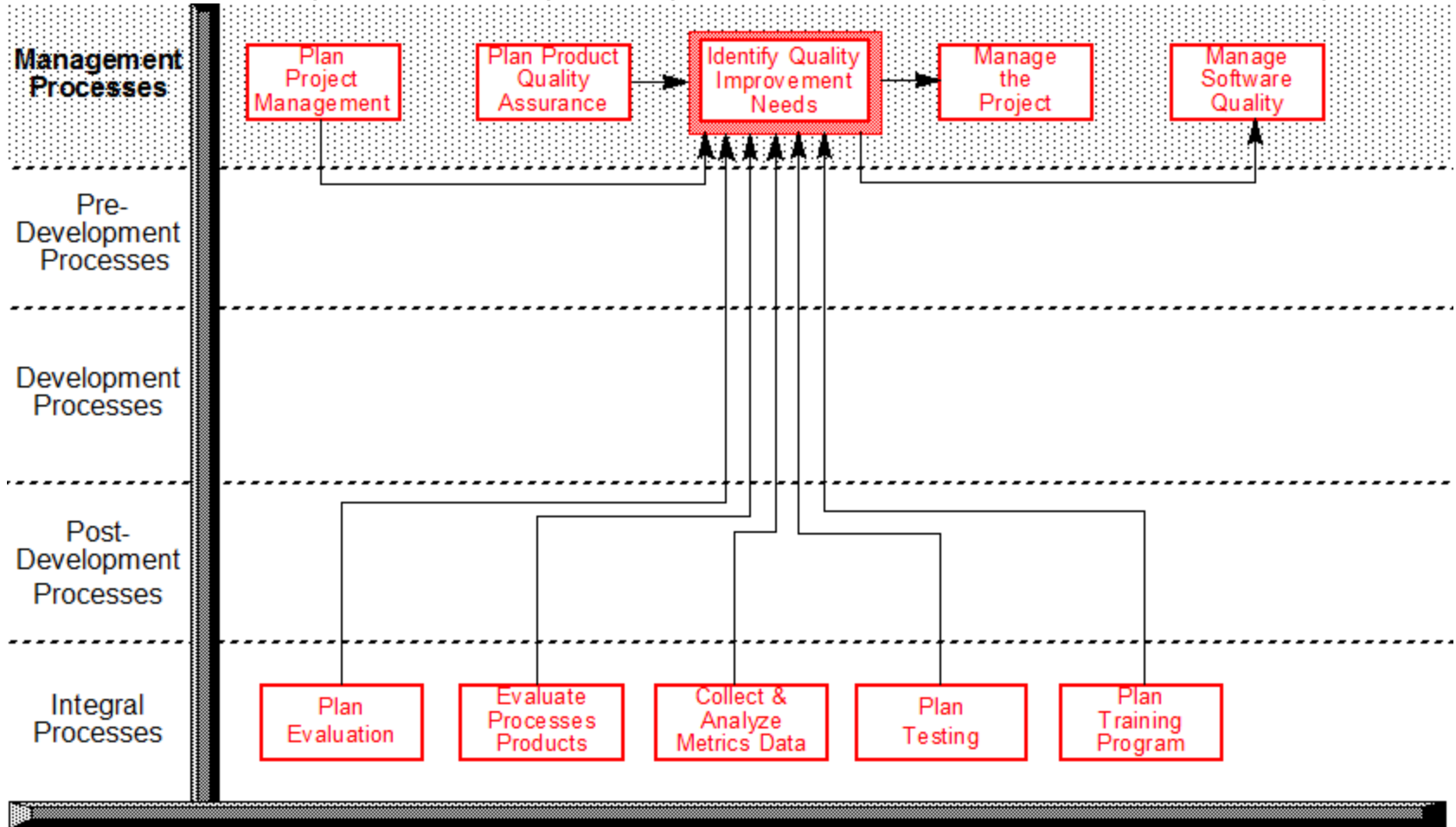
Help



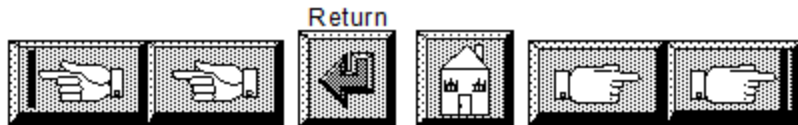
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Identify Quality Improvement Needs Map



Product Quality Management Process: Identify Quality Improvement Needs



Text

Identify Quality Improvement Needs

Activity 2.3.4 Identify the Quality Improvement Needs

Who:

Description: This Activity identifies any need for quality improvements and documents the improvement recommendations. By using the results documented in Analysis Reports, for metric, defect, and user's view analysis, and other appropriate information, this Activity documents quality improvement recommendations in accordance with the QAP. Such recommendations should include their impact on the quality of the delivered product. In addition, applicable tools, techniques and methods of implementation should be identified.



Entry Criteria: The following is needed to perform this activity (Source Activity):

- Product Project Management Plan (Plan Project Management)
- Quality Assurance Plan (Plan Prdct Qual Assur)
- Product Verification & Validation (Plan Eval)
- Evaluation Reports (Evaluate Processes & Prdcts)
- Analysis Reports (Collect & Analyze Metrics Data)
- Test Plan (Plan Testing)
- Training Plan (Plan Training Program)



Validation Criteria: None

Exit Criteria: The following material must be produced to exit this activity (Sink Activity):

- Quality Improvement Recommendations
 - Manage the Project
 - Manage the Product Quality



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