

Quality Management_200_Quality Product Review Procedure

Last Updated: 05/15/2017

Audience:
CWDS Service Teams, PMO

Frequency:
As needed

After reading this procedure, the audience will be able to understand the procedure for activities associated with Product Reviews. A Product Review is a systematic investigation of a specific document or deliverable and the associated process area. Quality Product Reviews are used as an approach to determine whether project artifacts and work products comply with the project's quality policies, processes, and/or procedure and whether the appreciate controls are being applied.

Overview:

A Quality Product Review is a systematic investigation of a specific document or deliverable and the associated process area. Quality Product Reviews are used as a means of determining if project artifacts, work products, and deliverables comply with the project's quality policies, processes, and/or procedure and whether the appreciate controls are being applied.

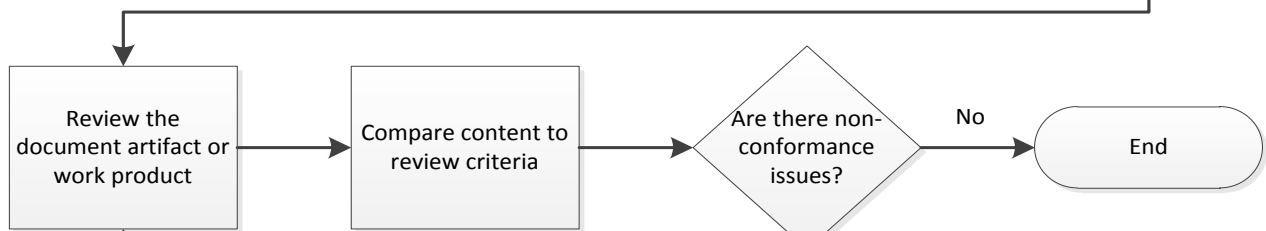
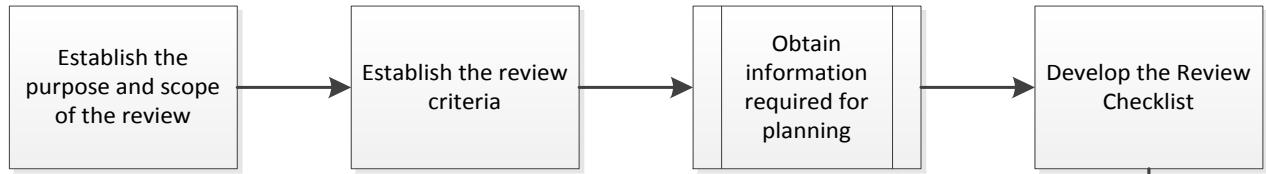
The Quality Product Review is an effective quality improvement tool to enhance the consistency of the process and the overall quality of the product. For the purposes of Quality Assurance, a "product" is defined as:

- Documents, work products or artifacts submitted by the State that assist in the governance and management of the CWS-NS project (Risk and Issue Management Plan, Change Control Plan, Schedule Management Plan, Agile Processes, Federal and State control documents).
- Deliverables submitted by the Service Teams and/or Development Teams as per their Statement of Work (Sprint Status Report, Implementation Plan, Release Plan).
- Documents, work products or artifacts submitted by Project Consultants that assist in the day-to-day management of the CWS-NS project (Schedule Reports, Test Summaries, Data Conversion Plan)

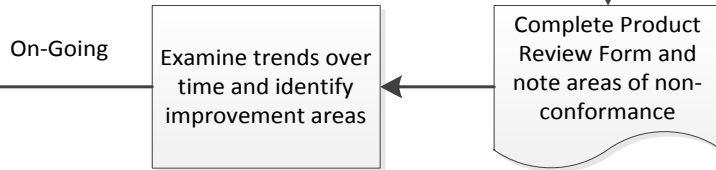
Quality Review Workflow:

The workflow below describes how the CWS-NS project team will determine if project artifacts, work products, and deliverables comply with the project's quality policies, processes, and/or procedure and whether the appreciate controls are being applied. The workflow is divided into pre-review processes, review processes, and continuous improvement processes as described below:

The Pre-Review Process



The Review Process



Continuous Quality Improvement

The Pre-Review Process: Procedure Steps:

The following table lists the procedural steps for executing the tasks necessary in the pre-review phase of a Product Review:

Step	Description	
1.	Establish the purpose and scope of the Product Review in compliance with defined intervals. Complete section 1 of the Product Review Form and get approval from the PMO Project Manager before proceeding with the Audit.	
Type of Review	Interval	Conducted By
State Documents: <ul style="list-style-type: none"> • Governance Plan • Change Management Plan • Configuration Management Plan • Requirements Management Plan • Staffing Management Plan • Procurement Management Plan • Contract Management Plan • Cost Management Plan • Deliverable Management Plan • Document Management Plan • Schedule Management Plan 	As per the Product Backlog	Quality Assurance Manager /Assigned Focus Group SMEs

Step	Description		
	<ul style="list-style-type: none"> Communication Management Plan Stakeholder Management Plan 		
	Digital Service Team Artifacts: <ul style="list-style-type: none"> Sprint Status Reports Sprint Burndown Charts Sprint Review Presetnations Test Plan Test Scripts Test Results Impelmentation Plan Training Plan Data Conversion Plan 	As per the Product Backlog	Quality Assurance Manager/ Development Team Quality Engineer/ Development Team Lead/Release Manager
2.	Establish the review criteria for fitness of use, completeness, internal consistency, external consistency, conformance to standards and material deficiencies: <ul style="list-style-type: none"> Quality Standards Quality Criteria Quality Acceptance 		
3.	Obtain information required for planning the product review, including but not limited to: <ul style="list-style-type: none"> Quality Management Plan and/or Quality Metrics Plan Document Management Plan (internal documents) Deliverable Management Plan (external deliverables and work products) PMBOK, CA-PMF, IEEE or ITIL reference material Statement of Work for development team or consultant vendor 		
4.	Assess product against the Product Review Checklist: <ul style="list-style-type: none"> Defined standards to measure against Defined reference material to be used in the assessment Defined checklist of items to be included 		
5.	Fill out section 3 and provide detailed link to Quality Checklist and Comment Log (if available).		

The Review Process: Procedure Steps

The following table lists the procedural steps for executing the tasks necessary in the review phase of a Product Review:

Step	Description
1.	Review the document artifact or work product. <ul style="list-style-type: none"> Interview SMEs that are end-users of the processes identified or recipients of the process outcome Note feedback in either the document itself or in a comment log.
2.	Compare the reviewed content to the approved review criteria: <ul style="list-style-type: none"> Internal Process – compare document content against review criteria and against internal approved document. External Process – compare deliverable content against contract SOW and approved Plan and DED.

3.	<p>Quality Product Reviews focus on seven primary areas when assessing the quality of a draft document or deliverable:</p> <ol style="list-style-type: none"> 1. Conformance to Standards. Identify the standards a deliverable was held accountable to; and identify any areas where the deliverable did not meet these standards. 2. Consistency of Content within the Deliverable Itself. Identify any areas within a deliverable that have conflicting and/or contradictory information and make recommendations, as appropriate, to resolve the inconsistencies. Ensure internal consistency within the document. 3. Consistency with Other Project Documentation. Identify project documents that are referenced in the deliverable being reviewed; or where the deliverable being reviewed references other documents. Ensure external consistency across the project library. 4. Material Deficiencies. Provide a summary of the types and severity of Deficiencies (minor and major) errors found within a specific deliverable and note the impact these errors have on the ability of the document to transmit its intended purpose. General grammar and spelling errors should not be addressed. Review of deficiencies should focus on content issues that have a negative impact on the quality of the deliverable if not addressed. 5. Completeness. Identify any areas where the deliverable seems incomplete. A deliverable may be incomplete due to missing expected content, may not fully contain material that the standard called for, may have been written at too high a level, etc. 6. Fitness of Use. Provide a summary of whether the deliverable satisfies its intended purpose/use. 7. Traceability. Ensure that the document being reviewed maps to all products of the DD&I phase including requirements, test cases, design models, training manuals, help text, etc., where appropriate.
4.	<p>Identify areas of non-conformance in section 2. Designate the areas by stoplight status:</p> <ul style="list-style-type: none"> • Green – Satisfactory – No corrective action necessary. Risks/Issues may exist and contain appropriate mitigation or resolution steps and the project is addressing them.No impact to project schedule, budget or quality. The current risk to the overall project and quality is low.. • Yellow – Caution – There may be a need for corrective action now or quite soon. Risks/ Issues often are not identified or contain stale mitigation or resolution steps. Moderate impact to schedule, budget or quality. The current risk to the overall project and quality is Moderate. • Red - Critical - Escalated for immediate corrective action. Risk mitigation is not effective or issue resolution is not timely. Critical processes are not effective and are resulting in delays or rework. Significant impact of 10% or more to schedule or budget. There is a significant risk to the project. • Blue - Not enough data is available to decide about project health

The Continuous Improvement Process: Procedure Steps

The following table lists the procedural steps for executing the tasks necessary in the continuous improvement phase of a Product Review:

Step	Description
1.	After Review 1 is complete, compare the results of Review 1+ to the baseline to determine if any trends exit. Look for continued major and minor areas of non-conformance and determine of underlying processes and procedures from ancillary practices need to be modified as a result.
2.	On-Going → As the document is revised in subsequent versions, continue the product review process.

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| 3. | Make recommendations for process improvement or corrective action and add stories to the appropriate product backlog. |
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Sample Product Review Template:

A template has been created and is available for use as a Quality product Review Form.

Section 1 - Introduction			
Type of Review	<input type="checkbox"/>	State Artifact	<input type="checkbox"/> Digital Service Team Artifact <input type="checkbox"/> Other Artifact
Date of Assessment			
Name of Artifact			
Version # or Date of Artifact			
Review Conducted By			
Process or Technical Area Impacted	<input type="checkbox"/>	Project Management Process Area: _____	
	<input type="checkbox"/>	Technical Oversight: _____	
	<input type="checkbox"/>	Agile Process: _____	
Section 2 - Product Review Results			
Documentation Reviewed			
Product Review Criteria	Stoplight Status	Comments	
Fitness of Use			
Conformance to Standards			
Internal Consistency			
External Consistency			
Completeness			
Overall Quality			
Recommendation for Acceptance	<input type="checkbox"/> Acceptance (no changes required)	<input type="checkbox"/> Accept Conditionally (revisions required for all Yellow Stoplights) <input type="checkbox"/> Must be addressed Immediately <input type="checkbox"/> Must be addressed in next revision update	<input type="checkbox"/> Reject (significant changes/rewrite are required for all Red stoplights)
Section 3 - Links			
Quality Checklist Link			
Comment Log Link			