

Version: Draft

## 1. DOCUMENT IDENTIFICATION

Project name

Project code / ID

Quality lead (name, title)

Project manager

Document version

Date issued

Standards applied (e.g. ISO 9001, PCI-DSS, OWASP ASVS, WCAG 2.1 AA)

## 2. QUALITY OBJECTIVES

List 4–6 measurable quality targets tied to the project objectives in the Charter.

| # | Objective | Linked charter obj. | Owner |
|---|-----------|---------------------|-------|
| 1 |           |                     |       |
| 2 |           |                     |       |
| 3 |           |                     |       |
| 4 |           |                     |       |
| 5 |           |                     |       |
| 6 |           |                     |       |

## 3. QUALITY METRICS

Define each metric with its measurement method, target, tolerance, owner, and cadence.

| Metric | Definition | Target | Tolerance | Method | Owner | Frequency |
|--------|------------|--------|-----------|--------|-------|-----------|
|        |            |        |           |        |       |           |
|        |            |        |           |        |       |           |
|        |            |        |           |        |       |           |
|        |            |        |           |        |       |           |
|        |            |        |           |        |       |           |
|        |            |        |           |        |       |           |
|        |            |        |           |        |       |           |

## 4. ROLES AND RESPONSIBILITIES (RACI)

Version: Draft

| Activity | Sponsor | PM | Quality Lead | Tech Lead | QA Team | Security |
|----------|---------|----|--------------|-----------|---------|----------|
|          |         |    |              |           |         |          |
|          |         |    |              |           |         |          |
|          |         |    |              |           |         |          |
|          |         |    |              |           |         |          |
|          |         |    |              |           |         |          |
|          |         |    |              |           |         |          |

## 5. QUALITY ASSURANCE ACTIVITIES

*Process audits, peer reviews, tollgate reviews, cadence.*

---

---

---

---

---

---

---

---

## 6. QUALITY CONTROL ACTIVITIES

*Test levels (unit, integration, system, UAT, non-functional), inspection points, sampling.*

---

---

---

---

---

---

---

---

## 7. ACCEPTANCE CHECKLISTS

*Tick each item once satisfied. Mark "[x]" for complete, "[ ]" for open, "N/A" if not applicable. Each row requires an owner and evidence reference (ticket, report, URL).*

### 7.1 Pre-UAT acceptance checklist

|     | # | Item | Owner | Evidence |
|-----|---|------|-------|----------|
| [ ] | 1 |      |       |          |
| [ ] | 2 |      |       |          |
| [ ] | 3 |      |       |          |
| [ ] | 4 |      |       |          |
| [ ] | 5 |      |       |          |
| [ ] | 6 |      |       |          |
| [ ] | 7 |      |       |          |

Blank template — ready to fill

Version: Draft

|                          | #  | Item | Owner | Evidence |
|--------------------------|----|------|-------|----------|
| <input type="checkbox"/> | 8  |      |       |          |
| <input type="checkbox"/> | 9  |      |       |          |
| <input type="checkbox"/> | 10 |      |       |          |
| <input type="checkbox"/> | 11 |      |       |          |
| <input type="checkbox"/> | 12 |      |       |          |

### 7.2 Security sign-off checklist

|                          | #  | Item | Owner | Evidence |
|--------------------------|----|------|-------|----------|
| <input type="checkbox"/> | 1  |      |       |          |
| <input type="checkbox"/> | 2  |      |       |          |
| <input type="checkbox"/> | 3  |      |       |          |
| <input type="checkbox"/> | 4  |      |       |          |
| <input type="checkbox"/> | 5  |      |       |          |
| <input type="checkbox"/> | 6  |      |       |          |
| <input type="checkbox"/> | 7  |      |       |          |
| <input type="checkbox"/> | 8  |      |       |          |
| <input type="checkbox"/> | 9  |      |       |          |
| <input type="checkbox"/> | 10 |      |       |          |
| <input type="checkbox"/> | 11 |      |       |          |
| <input type="checkbox"/> | 12 |      |       |          |

### 7.3 Accessibility review checklist

|                          | # | Item | Owner | Evidence |
|--------------------------|---|------|-------|----------|
| <input type="checkbox"/> | 1 |      |       |          |
| <input type="checkbox"/> | 2 |      |       |          |
| <input type="checkbox"/> | 3 |      |       |          |
| <input type="checkbox"/> | 4 |      |       |          |
| <input type="checkbox"/> | 5 |      |       |          |
| <input type="checkbox"/> | 6 |      |       |          |

Blank template — ready to fill

Version: Draft

|     | #  | Item | Owner | Evidence |
|-----|----|------|-------|----------|
| [ ] | 7  |      |       |          |
| [ ] | 8  |      |       |          |
| [ ] | 9  |      |       |          |
| [ ] | 10 |      |       |          |
| [ ] | 11 |      |       |          |
| [ ] | 12 |      |       |          |

## 8. DEFECT SEVERITY DEFINITIONS AND RESPONSE SLAS

| Severity | Definition | Response SLA | Resolution SLA |
|----------|------------|--------------|----------------|
| P0       |            |              |                |
| P1       |            |              |                |
| P2       |            |              |                |
| P3       |            |              |                |

## 9. QUALITY GATES / TOLLGATE CRITERIA

| Phase / gate | Entry criteria | Exit criteria |
|--------------|----------------|---------------|
|              |                |               |
|              |                |               |
|              |                |               |
|              |                |               |

## 10. CONTINUOUS IMPROVEMENT / NON-CONFORMANCE LOG

| # | Date | Non-conformance / observation | Root cause | Corrective action |
|---|------|-------------------------------|------------|-------------------|
| 1 |      |                               |            |                   |
| 2 |      |                               |            |                   |
| 3 |      |                               |            |                   |
| 4 |      |                               |            |                   |
| 5 |      |                               |            |                   |

Blank template — ready to fill

Version: Draft

## APPROVALS

**Quality Lead**

Signature

Date

**Security Officer**

Signature

Date

**Project Manager**

Signature

Date

**Sponsor**

Signature

Date



















