

Quality Management Plan & Checklists

FILLED EXAMPLE

Customer Portal Modernization

Project: CPM-2026 · Version: 1.2 · Owner: S. Ibarra, Quality Lead · Date: 2026-04-10

1. DOCUMENT IDENTIFICATION

Project name	Customer Portal Modernization
Project code	CPM-2026
Quality lead	S. Ibarra, Senior QA Manager
Project manager	M. Tanaka, PMP
Document version	1.2 — approved 2026-04-10
Scope of standards	ISO 9001:2015, PCI-DSS v4.0, OWASP ASVS Level 2, NIST SP 800-63B, WCAG 2.1 AA, ISO/IEC 25010 (product quality), internal SSDLC v3.4.

2. QUALITY OBJECTIVES

Objectives trace to the Project Charter (CPM-2026 v1.0) objectives 1–5 and support the 2026 regulator mandate.

#	Objective	Linked charter obj.	Owner
1	Deliver zero P0 and no more than 2 open P1 defects at production go-live.	Obj. 1	S. Ibarra
2	Meet PCI-DSS v4.0 audit readiness with no critical findings before launch.	Obj. 1, 3	D. Rashidi (SecOps)
3	Achieve WCAG 2.1 AA conformance on all authenticated customer flows.	Obj. 4	J. Owens (UX)
4	Keep p95 API latency "d 400 ms under 2x forecast peak load.	Obj. 3	A. Silva (Platform)
5	Maintain "e 80% automated test coverage on all new modules.	Obj. 5	QA Team Leads
6	Customer-reported incidents (hypercare) "d 15 total across 90 days.	Obj. 2	T. Okafor (SRE)

3. QUALITY METRICS

Metric	Definition	Target	Tolerance	Method	Owner	Frequency
Defect density	Confirmed defects per 1K LOC of production code.	"d 0.8	+0.2	Jira + SonarQube	QA Lead	Weekly
Code coverage	Line coverage on new/changed modules.	"e 80%	" 5%	Jest + Coverlet in CI	Tech Lead	Per PR
P95 API latency	Server-side latency of open-banking APIs at 2x peak load.	"d 400 ms	+50 ms	k6 load tests	Platform	Per release
UAT pass rate	Scenarios passing on first attempt during UAT.	"e 98%	" 2%	Xray test runs	UAT Lead	Daily (UAT)
Accessibility	axe-core automated audit findings (serious+critical).	0 serious/critical	0	axe-core + manual VPAT	UX Lead	Per sprint

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Metric	Definition	Target	Tolerance	Method	Owner	Frequency
Security findings	OWASP ZAP + SAST (Snyk) high/critical issues open at gate.	0 high/critical	0	Snyk + ZAP scans	SecOps	Per PR + weekly
Secrets in repo	Secrets detected by gitleaks + truffleHog.	0	0	CI secret scan	SecOps	Per PR
MTTR (hypercare)	Mean time to resolve P1 production incidents.	"d 4 h	+1 h	PagerDuty + Jira	SRE Lead	Weekly
Change failure rate	% of production deploys causing rollback or hotfix.	"d 10%	+5%	Deploy telemetry	Release Mgr	Monthly
Customer SUS	System Usability Scale from 200-user study post-launch.	"e 75	" 5	Survey tooling	UX Lead	Post-launch
API contract drift	% of APIs deviating from the frozen OpenAPI 3.1 contract.	0%	0%	openapi-diff	Platform	Per PR
Audit log completeness	% of security-sensitive events logged with required fields.	100%	0%	Log schema validator	SecOps	Weekly

4. ROLES AND RESPONSIBILITIES (RACI)

R = Responsible, A = Accountable, C = Consulted, I = Informed.

Activity	Sponsor	PM	Quality Lead	Tech Lead	QA Team	Security
Quality plan ownership	A	C	R	C	I	C
Test strategy and test design	I	C	A	C	R	C
Code review enforcement	I	I	C	A/R	C	C
Security scans and triage	I	I	C	C	C	A/R
Accessibility audits	I	I	A	C	R	I
Tollgate go/no-go decision	A	R	C	C	C	C
Production defect triage (hypercare)	I	A	R	R	R	C

5. QUALITY ASSURANCE ACTIVITIES

- Weekly PR review audit — Quality Lead samples 10% of merged PRs for compliance with SSDLC checklist and review etiquette.
- Bi-weekly process audit against ISO 9001 clauses 8.5–8.7 and internal SSDLC v3.4; findings logged to the non-conformance register (section 10).
- Monthly joint review with Compliance on PCI-DSS v4.0 readiness items; tracked in the PCI-DSS evidence binder (SharePoint).

- Tollgate reviews at Architecture Baseline, API Contract Freeze, Alpha, Beta, Go/No-Go, and Hypercare Exit (see section 9).
- Continuous improvement retros every sprint; actions tracked to closure in Jira board CPM-QA.

6. QUALITY CONTROL ACTIVITIES

- Unit tests — Jest (frontend) and xUnit (.NET services); coverage gated at 80% on changed files.
- Integration tests — contract tests against OpenAPI 3.1 definitions via Pact; run on every PR.
- System / end-to-end — Playwright suite of 340 scenarios run nightly and before every release candidate.
- Non-functional — k6 load tests at 2x forecast peak; chaos tests (pod kill, dependency latency) monthly.
- Security — Snyk SAST + SCA on every PR; OWASP ZAP baseline scan nightly; annual third-party penetration test.
- Accessibility — axe-core on every PR + manual keyboard-only and screen-reader (NVDA, VoiceOver) passes per sprint.
- UAT — 2 weeks with 20 business testers from Retail Ops and Customer Care against 180 scripted scenarios.
- Sampling — 25% of migrated user records reconciled with the legacy Oracle portal DB before cut-over.

7. ACCEPTANCE CHECKLISTS

Each checklist is signed off at its respective tollgate. "[x]" = complete with evidence, "[]" = pending, "N/A" = not applicable. Evidence refers to Jira tickets, scan reports, or audit artifacts in the project SharePoint.

7.1 Pre-UAT acceptance checklist (gate: entry to UAT)

	#	Item	Owner	Evidence
[x]	1	All P0 and P1 defects from system test are closed or deferred with sponsor sign-off.	QA Lead	JIRA CPM-QA
[x]	2	Code coverage on changed modules "e 80% (line) and "e 70% (branch).	Tech Lead	SonarQube #4411
[x]	3	All 340 Playwright end-to-end scenarios passing on the RC build.	QA Team	CI run #8821
[x]	4	Integration contract tests (Pact) green against frozen OpenAPI 3.1 spec.	Platform	Pact broker
[x]	5	UAT environment provisioned, seeded with anonymised data, and smoke-tested.	SRE	Runbook R-18
[x]	6	Test cases and scripts reviewed and approved by Retail Operations business lead.	UAT Lead	Xray UAT plan
[]	7	Release notes and known-issues list published to stakeholder distribution list.	PM	—
[x]	8	Data migration dry-run completed; reconciliation variance < 0.1%.	Data Lead	Migration rpt
[x]	9	Rollback plan tested end-to-end in the staging environment.	SRE	Drill 2026-04-02
[]	10	Support runbooks and FAQ drafted for Customer Care.	Support Lead	WIP

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	#	Item	Owner	Evidence
[x]	11	Feature flags configured and default-off for all new flows.	Tech Lead	LaunchDarkly
[x]	12	Observability dashboards (latency, error rate, saturation) live.	SRE	Grafana CPM-1

7.2 Security sign-off checklist (gate: production go-live)

	#	Item	Owner	Evidence
[x]	1	MFA enforced for all authenticated customer flows (TOTP + SMS fallback).	SecOps	IAM config
[x]	2	All secrets scanned out of source; gitleaks + truffleHog clean for 30 consecutive days.	SecOps	CI logs
[x]	3	OWASP ASVS Level 2 verification checklist complete with zero open items.	SecOps	ASVS doc v1.3
[x]	4	No high/critical findings open in Snyk SAST, SCA, or container scans.	SecOps	Snyk dashboard
[x]	5	Third-party penetration test completed; all critical/high findings remediated.	External	Pentest PT-2026-04
[x]	6	PCI-DSS v4.0 scoping document reviewed and signed by the QSA liaison.	Compliance	PCI binder s.3
[]	7	Encryption in transit (TLS 1.3) and at rest (AES-256) verified on every data store.	Platform	—
[x]	8	Session management: tokens rotated, idle timeout "d 15 min, absolute "d 12 h.	Platform	Code review
[x]	9	Rate limiting and bot protection enabled on login, transfer, and beneficiary APIs.	Platform	WAF rules
[x]	10	Audit logs cover all security-sensitive events with required NIST 800-92 fields.	SecOps	Splunk query
[]	11	Disaster-recovery runbook exercised; RTO "d 4 h, RPO "d 15 min measured.	SRE	Drill scheduled
[x]	12	Privacy impact assessment (PIA) completed and filed with DPO.	DPO	PIA-2026-19
[x]	13	Threat model reviewed and updated for all new surfaces (STRIDE).	SecOps	TM-CPM-v3

7.3 Accessibility review checklist (WCAG 2.1 AA — gate: Beta exit)

	#	Item	Owner	Evidence
[x]	1	All interactive elements reachable and operable via keyboard only (no traps).	UX	NVDA log

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	#	Item	Owner	Evidence
[x]	2	Visible focus indicator present on every focusable control (2.4.7).	UX	Video capture
[x]	3	Color contrast ratio "e 4.5:1 for text and "e 3:1 for UI components (1.4.3, 1.4.11).	UX	Stark audit
[x]	4	All form fields have programmatically associated labels (1.3.1, 3.3.2).	UX	axe-core rpt
[]	5	Error identification and suggestions provided in text, not color alone (3.3.1, 3.3.3).	UX	Pending fix
[x]	6	Language of page declared (3.1.1) and language changes marked inline (3.1.2).	Frontend	HTML audit
[x]	7	Headings follow a logical, non-skipping hierarchy; landmarks present (1.3.1).	Frontend	axe-core rpt
[x]	8	Page usable at 200% zoom without horizontal scrolling (1.4.4, 1.4.10).	UX	Manual test
[x]	9	Screen-reader pass complete on NVDA (Windows) and VoiceOver (iOS Safari).	UX	Test logs
[]	10	All non-text content has text alternatives (1.1.1); decorative images marked.	Content	WIP rev 2
[x]	11	Time-outs give user ability to extend (2.2.1); session warning "e 30 s.	Frontend	Code review
[x]	12	Motion / animation respects prefers-reduced-motion (2.3.3).	Frontend	CSS audit
[x]	13	VPAT 2.4 (ACR) prepared and reviewed by accessibility specialist.	UX	ACR v0.9

8. DEFECT SEVERITY DEFINITIONS AND RESPONSE SLAS

Severity	Definition	Response SLA	Resolution SLA
P0 — Critical	Production outage, data loss, security breach, or regulatory violation; no workaround.	15 minutes (24x7)	4 hours
P1 — High	Major feature broken for all or most users; security high-severity; workaround painful.	1 hour (business hrs) / 2 h (after-hrs)	1 business day
P2 — Medium	Feature partially broken or broken for a subset; acceptable workaround available.	1 business day	5 business days
P3 — Low	Cosmetic, minor usability, or documentation defects; no functional impact.	5 business days	Next release

9. QUALITY GATES / TOLLGATE CRITERIA

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Phase / gate	Entry criteria	Exit criteria
Architecture Baseline	Charter approved; non-functional requirements drafted; standards list agreed.	Architecture doc approved by CTO office; threat model v1 complete; NFRs signed off.
API Contract Freeze	Architecture baseline signed; OpenAPI 3.1 drafts circulated; consumer teams identified.	OpenAPI spec frozen; Pact contracts committed; security review of API surface complete.
Alpha (internal)	All unit tests green; coverage \geq 80% on changed code; no open P0/P1.	Internal smoke test passed; Snyk clean; observability dashboards live; demo to sponsor.
Beta (pilot)	Alpha exit met; 100 pilot users onboarded; accessibility checklist \geq 90% complete.	Pilot NPS \geq 40; no P0 in 14 days; WCAG 2.1 AA checklist 100%; beta retro documented.
Go / No-Go (Go-Live)	All 7.1 and 7.2 checklists 100% green; UAT pass rate \geq 98%; rollback tested.	Sponsor approval recorded; launch communication sent; war room staffed; hypercare plan live.
Hypercare Exit	90 days since go-live; all P0/P1 resolved; metrics tracked against section 3 targets.	Close-out report accepted; lessons learned filed; operational handover signed by SRE and Support.

10. CONTINUOUS IMPROVEMENT / NON-CONFORMANCE LOG

#	Date	Non-conformance / observation	Root cause	Corrective action
NC-01	2026-04-18	PR review audit found 3 of 40 sampled PRs merged without a second approver.	Branch protection rule not applied to feature/* branches.	Policy updated; GH ruleset deployed 2026-04-21.
NC-02	2026-05-09	Secrets scan triggered on a test fixture containing a real-looking token.	Fixture used plausible value; flagged as possible leak.	Switched to env-var fixtures; scan baseline updated.
NC-03	2026-06-02	axe-core finding: color contrast 3.9:1 on secondary button hover state.	Design token drift after a Figma update.	Token updated; regression test added.
OB S-04	2026-07-11	Sprint retro observation: flaky Playwright suite (12% flake rate).	Shared test data not isolated per worker.	Introduced per-worker DB schemas; flake down to 2%.
NC-05	2026-08-22	Pact contract broken between portal and open-banking API v2.	Unannounced breaking change on consumer side.	Versioning policy tightened; consumer release gate added.

APPROVALS

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Quality Lead

S. Ibarra

Senior QA Manager

Signature

Date

Security Officer

D. Rashidi

Head of SecOps

Signature

Date

Project Manager

M. Tanaka

Senior PM, PMO

Signature

Date

Sponsor

R. Patel

VP, Digital Channels

Signature

Date

