



the
clarkson
alliance

Policies and Standards Quality Policy Statement

The Clarkson Alliances definition of quality is “delighting the customer by fully meeting their needs and expectations”.

In order to ensure quality we: -

1. Identify the Client’s needs and expectations
2. Fully understand needs and expectations
3. Set quality metrics
4. Measure ability to achieve quality metrics.
5. Review and improve based upon results and feedback

One of the key ingredients on the achievement of quality is the skills and expertise of the project team. The careful selection of team members appropriate to the particular project is of prime importance.

Needs and Expectations

At the commencement of a project TCA facilitate a workshop and employ “meta planning” techniques in order to identify and fully understand the client needs and expectations.

Set Quality Metrics

Typically the Quality Plan records the quality objectives and sets out how and when quality performance will be measured. The Quality Plan comprises: -

- Customers’ quality expectations (from the project brief)
- Acceptance criteria
- Quality Responsibilities
- Reference to any standards that need to be met
- The quality control and audit processes to be applied to project management
- Quality control and audit process requirements for specialist work
- Change management procedures
- Configuration Management Plan
- Any tools to be used to ensure quality

Measure ability to achieve quality metrics

At the commencement of a project TCA facilitate a workshop and employ “meta planning” techniques in order to identify and fully understand the client needs and expectations.