

Quality Plan

RFID Implementation for Fresh Foods

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**Original Release: 10/20/2009
Version: 1.0**

Approval of the Quality Plan indicates an understanding of the purpose and content described in this deliverable. By signing this deliverable, each individual agrees work should be initiated on this project and necessary resources should be committed as described herein.

Approver Name	Title	Signature	Date

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Objective:

This document outlines the process that will be used to ensure high quality during the implementation of the RFID checkout system at Fresh Foods. These monitors will oversee all project deliverables, construction and vendor services performed as part of the RFID project. In addition this document provides procedures for documenting noncompliance with quality standards which will bring these issues to the attention of the project manager so that corrective action can be taken.

The quality plan will be active throughout the life of the project. Specific duties may be delegated by the project manager to other team members however any issues of quality that arise are ultimately the responsibility of the project manager. If properly executed this plan will ensure the end product created by the RFID project will be of the highest quality.

Standards and Processes

Other project documents define the requirements for the project deliverables. In order to achieve the approval of quality for each deliverable these defined requirements must be met, fully functional and have an expected lifespan of 10 years. If the deliverable falls short in any of these aspects the deliverable will fail quality approval and will need to be corrected before that phase of the project is considered complete. If this failure will affect the project schedule the responsible team leader must notify the project manager immediately via phone call.

When a deliverables is thought to be complete the team leader responsible will initiate the quality inspection. If the deliverable passes the team leaders inspection they will inform the project manager who will perform the official quality inspection. In some cases the project

sponsor may be asked to inspect and sign-off on quality however this is only a courtesy to the sponsor and is not required.

Quality Metrics

Several metrics apply to this project, and more may be developed as the project progresses.

- 1. Completion of Project:** All deadlines for specific project activities mentioned in the project schedule should be followed in order for the RFID project be completed in time.
- 2. Testing RFID tracking accuracy:** Fresh Foods is required to test the accuracy of the RFID technology. The RFID tracking accuracy rate should be equal or better than the current manual/ barcode tracking accuracy rate.
- 3. Customer Surveys:** It is important to conduct customer surveys in order to find out customer satisfaction with the newly implemented RFID technology. It is necessary to find out customers' perceptions with regard to the value, usefulness, and ease of use of RFID technology compared to current barcode and manual tracking processes.

Evaluation of QA:

Quality activities will be reviewed intermittently by the QA team and the results will be shared with project management and Fresh Foods management. Any benchmarking that has been done will be reviewed, in addition to lessons learned by sharing with similar

organizations. The causes of any discrepancies in the processes will be reviewed and resolved.

Members of the project team assigned to QA will periodically meet with Fresh Foods Market management to review QA plans and activities.

QA Activities:

Quality Assurance activities that are done to ensure compliance with the Fresh Foods RFID implementation processes are defined below. Quality assurance support will be done by the project team and will provide an umbrella for continuous improvement in recurring processes such as defining architectural redesign (WBS 1.2.6) and defining information processes (WBS 1.3.7) . These processes are on the critical path and may be updated through time as the system/store changes. Another activity that will be observed is the RFID training (WBS 1.3.6.1), because this process is also on the critical path and will be used to develop the project in other stores if the project is adopted. Also on the critical path is the purchase of RFID machinery (WBS 1.3.1). The supply chain may be used if the project is adopted. The construction of aisles (WBS 1.3.2) will be monitored because this process may be repeated in other stores.

1.1 Audits

The audit will identify all the good/best practices being implemented to ensure the overall process is timely and efficient. These processes will be benchmarked with similar projects in the grocery industry to enable sharing of good practices involved in the introduction or implementation of RFID technology.

The audit will provide the opportunity to proactively offer positive assistance to efficiently improve implementation of processes in order to help the team define the procedures needed for project adoption in other stores.

Any deficiencies of the project will be identified. The effort to resolve any of these deficiencies should result in a lower cost of quality and increased stakeholder satisfaction.

All contributions gained by auditing the processes will be kept in the lessons learned repository.

1.2 Reviews of Plans and Procedures

QA will be involved in the project from the initiation. QA will take part in developing plans and procedures, and supply chain management, to ensure the project is well-formed and monitored without problems. Therefore QA will review all plans and procedures and may suggest modifications as they become necessary.

1.3 Audit Procedures

In order for ISO 9001 standards to be met the Quality Assurance team will implement the quality controls below for critical path processes or when needed by the project manager or QA team.

Ishikawa diagrams will be produced for selected critical path processes that will be directly involved in the adoption of the RFID Project in other stores.

Histograms will be used to determine any variables in processes described above, that are included in the critical path. This will help represent any problems areas and will be included in the lessons learned repository for review in case of project adoption at other stores.

Checklist Purpose: Ensure proper implementation of new aisles.

- Aisles are properly arranged and are all parallel to each other.
- RFID scanners are installed properly and are in excellent working condition.
- Weighing scales are accurate and are installed in every aisle.
- LCD screens have been installed in every aisle.
- Supplies are readily available (i.e., plastic bags, paper bags)

Project Quality Reports

Project quality reports are generated when quality issues arise. Project resources notify the project manager of the quality issue. The quality standards and processes are evaluated by the project manager. The project manager will need to categorize and document the issue. If the issue affects the quality of service than the project sponsor must be notified. The quality process will need to be evaluated and the project manager will need to categorize and document issue. Once the quality issue is categorized and documented, it will be delivered to the governance board. The governance board will generate a quality report and distribute it to necessary staff members.

How to generate a quality report:

