Plan Quality Management	Manage Quality	Control Quality
Process Group		
Project planning	Project executing	Project monitoring and controlling
High-Level Description of What Each Process Focuses On		
• What is quality? • How will we ensure it?	• Are we following the policies, metrics, procedures, and processes as planned? • Are the procedures and processes giving us the intended results? • Will we meet the quality objectives?	• Are the results of our work meeting the standards and required metrics? • Is the variance within acceptable limits, or do we have to take action?
More Detailed Description of What Each Process Focuses On		
• Review management plans and project documents to understand quality requirements on the project. • Identify quality practices as well as internal and external standards relevant to the product, project, and project management efforts (OPAs and EEFs). • Create additional project-specific processes, standards, and metrics. • Determine the processes that will be used on the project. • Determine what work you will do to meet the standards. • Determine how you will measure to make sure you meet the standards. • Plan for process improvement.	• Use measurements from Control Quality to confirm that: – Policies and processes are being followed – Policies, metrics, and processes are still appropriate for the project – Policies and processes are effective in achieving planned quality results • Use data-representation techniques to analyze results of quality testing. • Determine the root cause of quality problems/ variances from plan. • Perform continuous improvement to increase efficiency and effectiveness. • Create test and evaluation documents for use in Control Quality.	• Inspect and measure the quality of deliverables to determine whether they meet requirements. • Use the PMIS to track deviations from planned quality. • Identify the need for quality improvements (corrective or preventive action, and defect repair). • Complete checklists and checksheets, perform tests, and evaluate results. • Graphically document results of testing and evaluation using data-representation techniques. • Verify deliverables. • Validate approved changes. • Recommend improvements to testing processes.

Plan Quality Management	Manage Quality	Control Quality
More Detailed Description of What Each Process Focuses On		
• Perform cost of quality, cost-benefit, and other analysis work to make certain the appropriate level of quality will be planned in. • Determine roles and responsibilities for achieving quality requirements and objectives. • Plan for testing and inspection to check that requirements, performance, reliability, and quality goals and objectives are achieved. • Interface the quality management plan with other management plans to balance the needs of quality with scope, cost, time, risk, resources, and customer satisfaction requirements. • Finalize a quality management plan as part of the project management plan.	• Determine if project activities comply with organizational and project policies, processes, and procedures—perform a quality audit. • Solve problems. • Produce reports. • Share good practices with others in the organization. • Submit change requests. • Update the project management plan and project documents.	• Use and update lessons learned. • Submit change requests. • Update the project management plan and project documents.