

# Topics

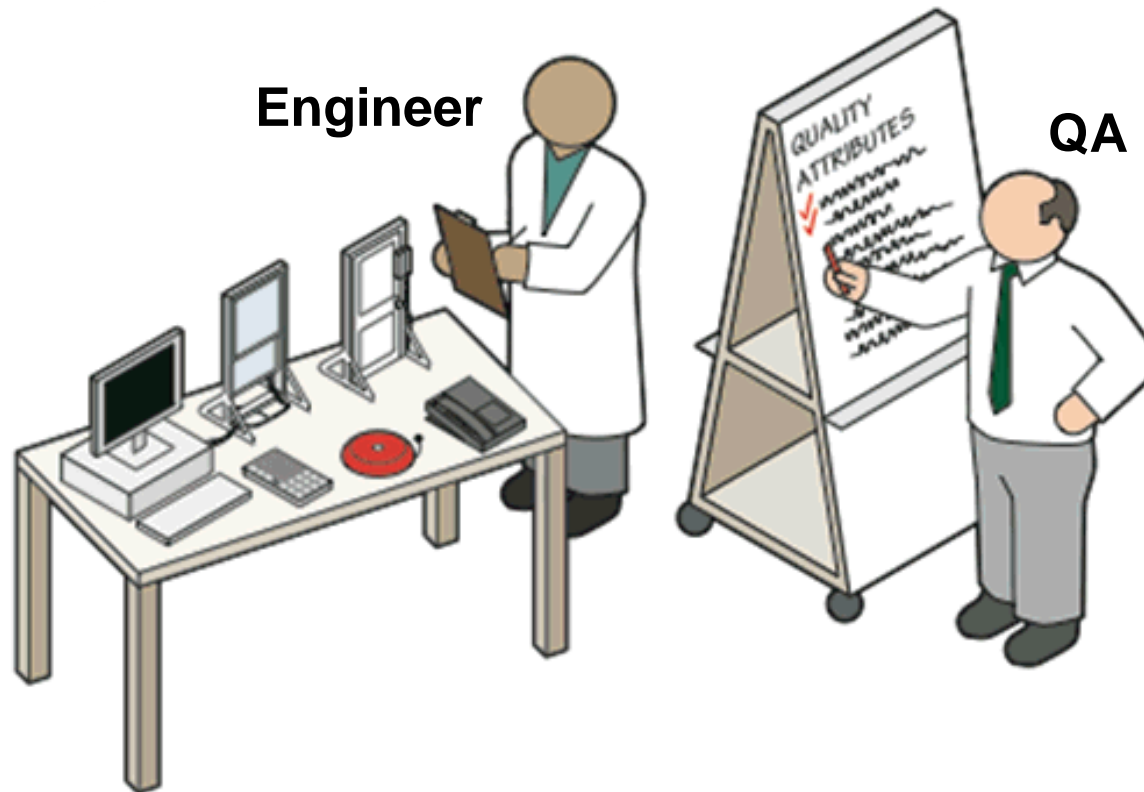
- Project and Org Support Process Areas
- Configuration Management (CM)
- Process and Product Quality Assurance (PPQA)
- Measurement and Analysis (MA)
- Decision Analysis and Resolution (DAR)
- Project and Org Support Summary
- Exercise 3: Measurement Implications of Your Process Improvement Goals

# Process and Product Quality Assurance (PPQA)

A Support Process Area at Maturity Level 2

## Purpose

Provide staff and management with objective insight into processes and associated work products.



# Relevant Terminology

## Quality Assurance

A planned and systematic means for assuring management that defined standards, practices, procedures, and methods of the process are applied

## Objectively Evaluate

To review activities and work products against criteria that minimize subjectivity and bias by the reviewer

An example of an objective evaluation is an audit against requirements, standards, or procedures by an independent quality assurance function.

# When Process and Product Quality Assurance Is Not Done Well...

No assurance is available that quality standards and processes are followed or achieved.

Poor quality work products may be produced.

There may be processes that staff avoid.

Significant project issues are not escalated for management attention.

# Process and Product Quality Assurance Goals

## SG 1

### Objectively Evaluate Processes and Work Products

Adherence of the performed process and associated work products to applicable process descriptions, standards, and procedures is objectively evaluated.

## SG 2

### Provide Objective Insight

Noncompliance issues are objectively tracked and communicated, and resolution is ensured.

The process area also has generic goals to support institutionalization.

# Process and Product Quality Assurance Specific Practices

## SG 1

### Objectively Evaluate Processes and Work Products

SP 1.1 Objectively Evaluate Processes

SP 1.2 Objectively Evaluate Work Products

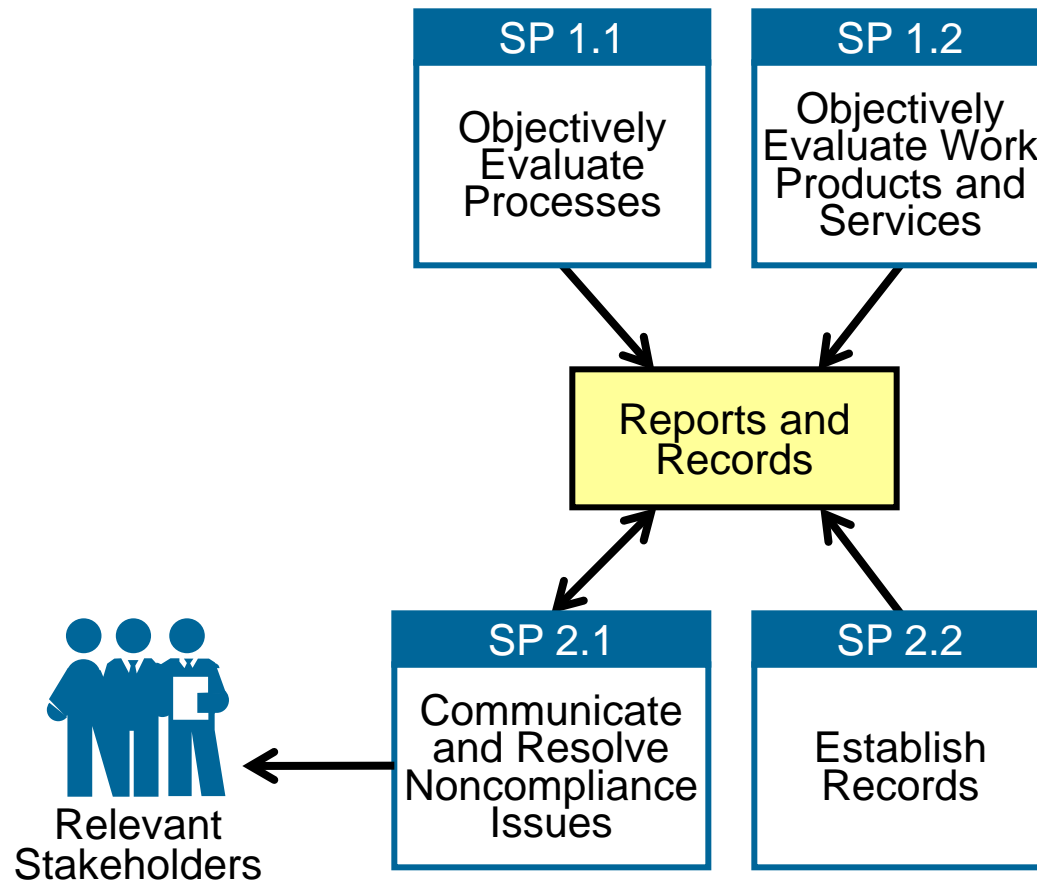
## SG 2

### Provide Objective Insight

SP 2.1 Communicate and Resolve Noncompliance Issues

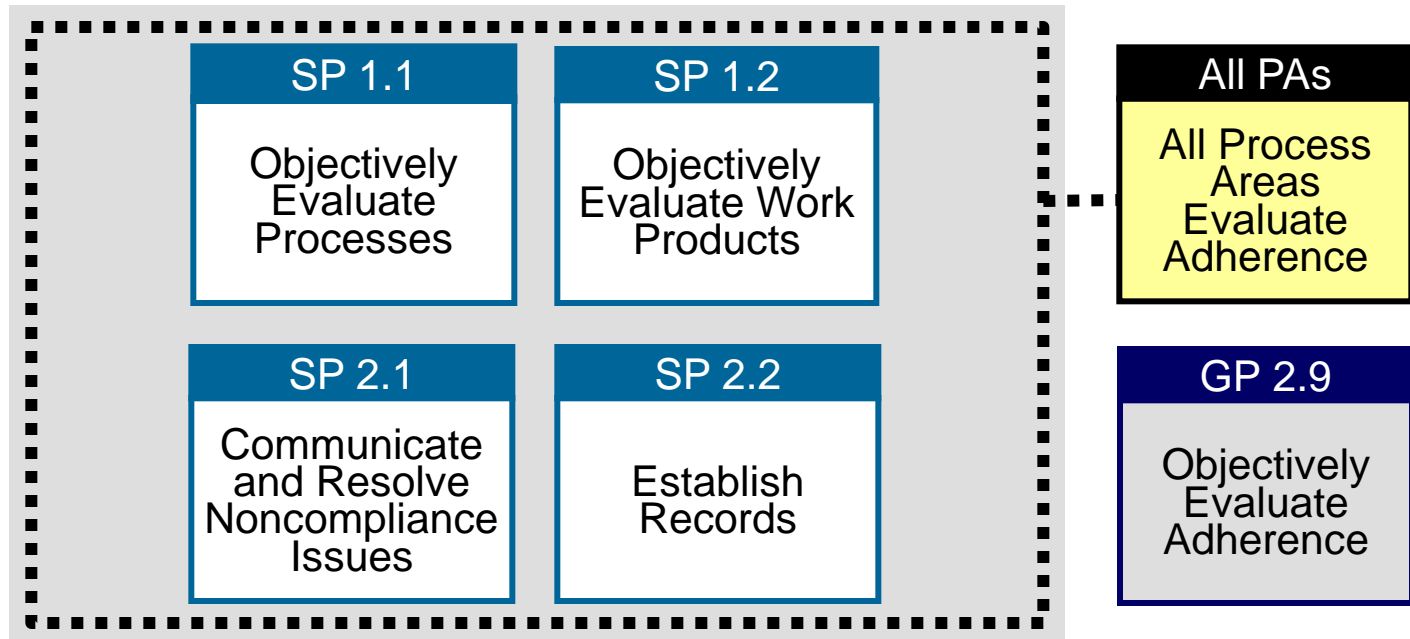
SP 2.2 Establish Records

# Process and Product Quality Assurance Sampling of Work Products



# Process and Product Quality Assurance

## Sampling of PA and GP Relationships





# Process and Product Quality Assurance Case Study Example Focus Area



Focus  
Area

**SG 1**

## Objectively Evaluate Processes and Work Products

SP 1.1 Objectively Evaluate Processes

SP 1.2 Objectively Evaluate Work Products