TROT ON
PROJECT QUALITY MANAGEMENT PLAN

Version *<1.0>*

January 31st 2014

VERSION HISTORY

Template Version: 14/01/30

Version #	Implemented By	Revision Date	Approved By	Approval Date	Reason
1.0	*Emma George-Archibald*	*January 31st 2014*	*Sarah Meharg*		

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1 INTRODUCTION

1.1 PURPOSE OF THE PROJECT QUALITY MANAGEMENT PLAN

The Project Quality Management Plan documents the necessary information required to effectively manage project quality from project planning to delivery. It defines a project's quality policies, procedures, criteria for and areas of application, and roles, responsibilities and authorities.

The Project Quality Management Plan is created during the Planning Phase of the project. Its intended audience is the project manager, project team, project sponsor and any senior leaders whose support is needed to carry out the plan.

2 PROJECT QUALITY MANAGEMENT OVERVIEW

2.1 ROLES AND RESPONSIBILITIES

Name	Role	Quality Responsibility
Emma George-Archibald	*Project Developer*	*Quality Assurance Management, Quality audits*
Sarah Meharg	*Project Supervisor*	*Quality audits, Mentoring the Project Developer*
Hilary Webb	*Program Instructor*	*Quality Mentoring to staff*
Mike Ossachuk	*Board of Directors Chair*	*Approval of project phases*

2.2 TOOLS AND EXPECTATIONS

Tool	Description	Expectation
Survey to Volunteers	*Determine satisfaction of volunteers annually.*	*35% return rate on the survey by April 2014.*
Survey to parents	*Determine satisfaction of parents annually.*	*35% return rate on the survey by April 2014.*
Volunteers attending High Five Training	*Determine success of High Five Training.*	*60% volunteers trained in HIGH FIVE by December 2014.*
Staff attending High Five Training	*Determine success of High Five Training.*	*85% of instructors have been trained in PHCD by April 2014*
Outcome measures	*Collect data on retention rate.*	*Collect data on Winter, Spring, Summer and Fall riders.*
Outcome measures	*Collect data on goal improvement.*	*50% return rate on the goal measures by June 2014.*
Pilot of grooming program	*Children, youth or adults have participated in the grooming program annually. Class size is six participants.*	*To have a minimum of 12 grooming participants by March 2015.*
High Five quality measures	*Specific staff be trained in the use of High Five standards in Quest 2.*	*Two people will be trained in Quest 2 by April 2014.*
Increase of Ridership by 25%	*Revise schedule to allow for 32 new riders.*	*Increase in ridership by September 2014.*
High Five Quest 1	*Trained in Quest 1*	*Two people trained in Quest 1.*
Increase of Volunteers	*Increase volunteers to accommodate new schedule.*	*Have a minimum 80 new volunteers scheduled by*

		September 2014.
Instructor teaching hours.	*Overall increase of instructor teaching hours to accommodate the new schedule.*	*Have an increase of 25% of instructor teaching hours for September 2014.*

3 PROJECT QUALITY MANAGEMENT

At the highest of levels Quality Management involves planning, implementing, monitoring, and reviewing and evaluating to improve project quality standards. Quality Management is three process groups: Quality Planning (QP), Quality Assurance (QA) and Quality Control (QC). The following sections define how this project will apply each of these practice groups to define, monitor and control quality standards.

3.1 QUALITY PLANNING

3.1.1 Define Project Quality

Project quality is determined by the satisfaction of parents, volunteers and staff annually. Project quality is also determined by the outcome measures for rider goal attainment. Project quality will determined the increase of ridership, volunteers and teaching hours. The marketing, quality and communication plan all contribute to the planning quality stage.

3.1.2 Measure Project Quality

The measures outlined in the tools will be evaluated through data collected in excel spreadsheets.

3.2 QUALITY ASSURANCE

Instructor and staff meetings are required to discuss improvements to quality in the areas of ridership, volunteerism, communication and documentation.

3.2.1 Analyze Project Quality

Use information gathered after the new schedule has been utilized by the end of 2014 to determine areas of improvement and to evaluate quality measures.

3.2.2. Improve Project Quality

Meet with staff every two months to discuss the program and to work on team building. Communicate changes with parents and volunteers in newsletters and allow for other communication events.

3.3 QUALITY CONTROL

Continually update staff on the status of the project and include all staff in the creation and implementation of changes. Have meetings to discuss progress and discuss plans of action. Collect data on measurement tools and continue planning, monitoring and evaluating quality of all programs in 2015.

Appendix A: Project Quality Management Plan Approval

The undersigned acknowledge they have reviewed the *Trot On* **Project Quality Management Plan** and agree with the approach it presents. Changes to this **Project Quality Management Plan** will be coordinated with and approved by the undersigned or their designated representatives.

Signature: _____   Date: _____   January 31st 2014

Print Name: _____ Emma George-Archibald _____

Title: _____ Project Developer _____

Role: _____ Project Developer _____

Signature: _____   Date: _____

Print Name: _____ Sarah Meharg _____

Title: _____ Operations Manager _____

Role: _____ Project Supervisor _____

Signature: _____   Date: _____

Print Name: _____ Mike Ossachuk _____

Title: _____ Board of Directors: Chair _____

Role: _____ Board of Directors: _____

Appendix B: References

The following table summarizes the documents referenced in this document.

Document Name and Version	Description
Project Charter	*Discusses the overall outlook on the project.*
Communication Agreement	*Discusses the expectations for communication throughout the project.*

Appendix C: Key Terms

The following table provides definitions for terms relevant to this document.

Term	Definition
Quality Assurance	is a way of preventing mistakes or defects in manufactured products and avoiding problems when delivering solutions or services to customers.