

Landward Research Quality Management Policy

Landward Research follow the PRINCE2® approach to quality management – the way that we define and implement the means by which the project will verify products that are fit for purpose.

We will prepare a quality management plan immediately upon being commissioned to deliver a project, which:

- Identifies all of the project's products
- Defines them in Product Descriptions
- Implements and tracks the quality methods implemented throughout the project.

At the start of the project (at an Inception Meeting), we will agree with the Client the quality expectations for each product. From these expectations, the project's acceptance criteria will be prepared – a prioritised list of measurable definitions of the attributes required for the products to be acceptable to the Client (and, by extension, the Client's expectations of what will be acceptable to any other end-user stakeholders). Each acceptance criterion will be rated using the MoSCOW scale – Must have, Should have, Could have or Won't have for now, and these will be agreed with the Client at the Inception Meeting.

During the delivery of the project, we will maintain a Quality Register, effectively a diary of the quality events planned and undertaken (e.g. workshops, reviews, inspections, testing, pilots, acceptance, audits), and will ensure quality control by implementing, monitoring and recording the pre-defined quality methods and responsibilities. The majority of quality inspections are likely to use in-process methods during the course of product development, together with some appraisal methods once products have been completed to assess them for completeness and fitness of purpose.

Throughout a member of staff who is acting as the designated Quality Assurance manager, will be responsible for ensuring that suitable quality records are kept (and the quality register updated), that approval records are maintained and that acceptance records are received from the Client at project conclusion.