

Quality plan

A quality plan sets out, for one project, product, process or contract, what quality is to be achieved and how: the objectives and acceptance criteria, who does what, the resources, the process steps and controls, where work is inspected or tested, the records kept, the suppliers and items involved, how changes are controlled and when the plan is reviewed. It is not your quality policy, manual or procedures, and it does not plan your whole quality management system; point to your own procedures instead of copying them in. A plan is voluntary unless your customer, contract or sector asks for one. The section titles, the point-type codes and the example rows are ours, no standard's text is reproduced, and a revision of the plan is controlled like any other document.

1 Plan details

Plan title	Plan reference	Revision	Revision date
The case this plan covers ☐ Project ☐ Product ☐ Process ☐ Service ☐ Contract or order ☐ Other			
Customer or internal client	Contract, order or job number	Period the plan applies (from to)	Site or location
Prepared by (name, role)	Plan owner (keeps it up to date)	Procedures and documents this plan relies on (reference numbers)	

2 Scope

What the plan covers (output, quantities, stages) and what it does not
Customer, drawing, specification and standard revisions the work is built to

3 Quality objectives and acceptance criteria

No.	Objective or criterion (measurable)	Where it comes from (customer, drawing, standard, law, our own)	How and when it is checked	Result (filled in later)
Ex.	Example: all 10 lots accepted at final inspection	Example: customer order, clause 4	Example: final inspection of each lot	

4 Responsibilities and authority

Role	Name	Responsible for in this plan	Can accept or reject work?	Can approve changes?

Include who approves this plan, who inspects, who can stop work, and the customer's or other outside person you deal with.

5 Resources and competence

Equipment, facilities, software and measuring instruments needed (with calibration or check status where it matters)
Skills, training or authorisation the work needs, who has them, and what happens if they are missing

6 Process steps and controls

Step	What is done (and the procedure or work instruction it follows)	Controls and settings that must hold	Record made	Responsible
Ex.	Example: machine the part (WI-12)	Example: tool changed every 200 parts	Example: run sheet	Example: operator

7 Inspection and test points

No.	What is checked, and at which stage	Method and acceptance criterion	Sample or frequency	Point type	Who	Record
Ex.	Example: first piece after setup	Example: gauge, drawing tolerance	Example: first piece, each lot	Example: H	Example: inspector	Example: first-off report

Point type (our own example codes): **H** hold, the work does not pass this point until it is accepted; **W** witness, a named person (for example the customer) is told and may attend; say whether work waits for them; **R** review of records. A detailed test and inspection plan can be a separate document that this table points to.

8 Sampling, nonconforming output and what the plan does next

Sampling rule for each lot or period, and what happens if a sample fails (for example, the whole lot is inspected)
Where nonconforming output is held and recorded, and the procedure or form used (reference)

9 Suppliers and externally provided items

Supplier or item	What is required of it	How it is accepted (receiving check, certificate, audit)	Approved by	Record

10 Records and documents for this case

Record or document	Made by	Kept where	Kept for	Linked to plan revision?

Records are made against the revision of the plan in force at the time, so write the revision on each one.

11 Changes to this plan

Rev.	Date	What changed and why	Approved by (and by the customer, if needed)	Who was told	Work under the change may start

State here whether your contract or customer needs approval of a change before work under it starts. Notify everyone who works to the plan when a revision is issued.

12 Review of the plan

Planned review points (dates, stages or events, for example after a failed lot, a change of customer requirement or a supplier problem)

Review date	Reviewed by	Followed as written? (yes, partly, no)	Results against the objectives (section 3)	Changes or actions	Owner and due

13 Approval and distribution

Role	Name	Signature	Date
Prepared by			
Reviewed by			
Approved by (plan owner or manager)			
Customer or client acceptance (if needed)			

Issued to (name or role)	Revision	Date	Receipt confirmed (initials)