K.A. KWANSA COMPANY LIMITED

PROJECT PLAN
for Implementation of the Quality Management System

Code:	QMS.PLN.01
Version:	0.1
Created by:	Harrison Kofi Gibson
Approved by:	Albert K. Kwansa
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Signature:	

Change history

Date	Version	Created by	Description of change
February 2018	0.1	Harrison Kofi Gibson	Basic document outline

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1. Purpose, scope and users

The purpose of the Project Plan is to clearly define the objectives of the Quality Management System (QMS) implementation project, documents to be written, deadlines, and roles and responsibilities in the project.

The Project Plan is applied to all activities performed in the QMS implementation project.

Users of this document are members of top management and members of the project team.

2. Reference documents

- ISO 9001:2015 standard
- Decision or any similar document prescribing project launching
- Methodology for project management

3. QMS implementation project

3.1. Project objective

To implement the Quality Management System in accordance with the ISO 9001:2015standard by FY2018 at the latest.

3.2. Project results

During the QMS implementation project, the following documents (some of which contain appendices that are not expressly stated here) will be written:
- **Procedure for Document and Record Control** – procedure prescribing basic rules for writing, approving, distributing, and updating documents and records
- **Quality Policy** – basic document that provides a framework for establishing and reviewing Quality Objectives
- **Quality Objectives** – document in which the objectives of the organization are stated, and a plan for their realization
- **Quality Manual** – basic document that demonstrates how the organization meets the requirements of the QMS and references to procedures
- **Procedure for Determining Context of the Organization and Interested Parties** – procedure describing the process of determining context of the organization, identification of interested parties and their needs and expectations
- **Procedure for Competence, Training and Awareness** – procedure prescribing the process of identification and fulfillment of needed employees competence and awareness
- **Procedure for Addressing Risks and Opportunities** – procedure defining how to identify and address risks and opportunities related to the Quality Management System.
- **Procedure for FMEA Application** – describes how to perform risk assessment using Failure Mode Effect Analysis
- **Sales Procedure –** procedure that defines the sales process and responsibilities within this process

- **Procedure for Design and Development** – procedure prescribing the whole process of design and development from provision of resources to release of product or service to production or market
- **Procedure for Purchasing and Evaluation of Suppliers**–defines how to evaluate and select suppliers and execute the purchasing process
- **Procedure for Production and Service Provision** – describes how the production and service provision process is managed
- **Procedure for Production** – is a specialized procedure that prescribes the production process
- **Procedure for Construction** – prescribes all activities in the construction process
- **Procedure for Food Production** – defines the steps in the food production process
- **Procedure for Software Production** – defines the steps in making software
- **Procedure for Transport** – prescribes all activities in the transportation process
- **Procedure for Production of Chemicals** – defines the steps in the process of chemical production
- **Procedure for Production of Electrical and Optical Equipment –** defines the activities during the production of electrical and optical equipment
- **Procedure for Production of Machinery and Equipment** – defines the process of production of machinery and equipment
- **Procedure for Production of Metals** – prescribes all activities in the metals production process
- **Procedure for Production of Rubber and Plastics** – explains the steps in the process of production of rubber and plastics
- **Procedure for Wholesale and Retail** – explains the steps in both the wholesale and retail processes
- **Warehousing Procedure** – defines all necessary activities regarding the warehousing process
- **Procedure for the Management of Non-Conformities and Corrective Actions** – prescribes how to report and handle non-conformities and initiate and complete corrective actions
- **Procedure for Equipment Maintenance and Measuring Equipment** – describes the process of maintaining equipment and measuring equipment
- **Procedure for Measuring Customer Satisfaction** – prescribes methods of gathering and processing data about customer satisfaction
- **Procedure for Internal Audit**– defines how auditors are selected, how audit programs are written, how audits are conducted and how audit results are reported
- **Procedure for Management Review** –prescribes how to review the QMS in order to ensure its continuing adequacy, suitability and effectiveness.

The documents need to align with the ISO 9001 standard requirements and should incorporate the practices of the organization. Where the practices of the organization do not meet the ISO 9001 standard requirements, the practices will need to be modified.

3.3. Project organization

3.3.1. Project sponsor

Each project has an assigned "sponsor" who does not actively participate in the project. The project sponsor must be regularly briefed by the project manager about the project status, and intervene if the project is halted.

Nathanial Kwabena Kwansa, General Manager has been appointed project sponsor.

3.3.2. Project manager

The role of the project manager is to ensure resources necessary for project implementation, to coordinate the project, to inform the sponsor about the progress, and to carry out administrative work related to the project. The project manager's authority should be such as to ensure uninterrupted project implementation within set deadlines.

Nathanial Kwabena Kwansa, General Manager has been appointed project manager.

3.3.3. Project team

The role of the project team is to assist in various aspects of project implementation, to perform tasks as specified in the project, and to make decisions about various issues that require a multidisciplinary approach. The project team meets each time before the final version of a document from section 2 of this Project Plan is completed, and in all other cases when the project manager deems it necessary.

Table of participants in the project

Name	Organizational unit	Job title	Phone	E-mail
Nancy Amueku	Administration	Accounts/Admin Officer	024-6665737	kwansaaccount@yahoo.com
Emmanuel Keystone Amissah	Finance & Accounting	Accountant	024-155468	kwansaaccount@yahoo.com
Adolf Hayford	Heavy Duty	Master Technician	024-5133512	kwansaservice@gmail.com
Eric Arhin	Mechanical – Nissan	Supervisor	024-2937706	kwansaservice@gmail.com
Francis Buckman	Mechanical – Toyota	Master Technician	024-9764720	kwansaservice@gmail.com
Joseph Nuvi	Mechanical – Tata	Master Technician	054-6893200	kwansaservice@gmail.com
James Kwasi	Mechanical – Others	Master Technician	024-7252427	kwansaservice@gmail.com
Oscar Anane	Air Conditioning	Master Technician	027-5952053	kwansaservice@gmail.com
Eric Amosah	Upholstery	Master Upholstery	024-5315696	kwansaservice@gmail.com
Kojo Baffoe	Body	Master Body Technician	050-9182075	kwansaservice@gmail.com
Kwame Adu-Mantey	Electricals	Master Technician	027-7678100	kwansaservice@gmail.com
Ebenezer Boama Asamoah	Paint	Master Paint Technician	026-8684792	kwansaservice@gmail.com

3.4. Main project risks

The main risks in the implementation of the project are the following:
1. Extension of deadlines in phase of establishing process approach
2. Extension of deadlines during forming process procedures
3. Extension of deadlines due to bad selection of exclusions from the ISO 9001:2015 standard

Measures to reduce the above-mentioned risks are the following:

- The project manager monitors that all activities in the project are performed within defined deadlines, and seeks intervention by the project sponsor in a timely manner.
- Hiring a consultant to ensure that time or resources are not spent on activities that are not important for the project, and that individual activities are not headed in the wrong direction.

3.5. Tools for project implementation, reporting

A shared folder including all documents produced during the project will be created on the local network. All members of the project team will have access to these documents. Only the project manager [and members of the project team] will be authorized to make changes and delete files.

The project manager will prepare a project implementation report on a monthly basis and forward it to the project sponsor.

4. Managing records kept on the basis of this document

Record name	Code	Storage			Responsibility
		Retention time	Location	Protection	
Project implementation report (in electronic form)	00	3 years	Shared folder for project-related activities	Only the project manager is authorized to edit data	General Manager