



Creating a Quality Assurance Plan

The Quality Assurance Plan should be developed to be sure that the web designer fully understands the needs of the client and ensures they are developing the site the client actually wants. Generally, the designer completes the Quality Assurance Plan with the client. Use the guidelines below to develop a Quality Assurance Plan outline that you can use to design your website.

A good quality assurance plan generally consists of 4 parts:

1. A Needs Assessment
2. The Development Plan
3. The Testing and Review Guidelines
4. The Final Review Guidelines

You should use a word processor to develop four separate forms that will go together to form your Quality Assurance Plan. Each form should be properly identified.

1. Needs Assessment

This section should be completed during the initial interview with the client. Often times, the client will not know what information you will need. Your job as the web designer is to determine exactly what the client wants and needs from his or her website. This section should collect very specific information from your client, including the overall mission of the site.

2. Creating the Development Plan

The development plan should consist of your plans for building the site. This section should collect information on the look and feel of the site, timelines, and anything associated with the building of the site.

3. Testing and Reviewing Guidelines

How are you going to determine if the site you designed meets the needs of the clients? You should establish guidelines. The designer must check every component of the site to assure that it is meeting the client's needs; this includes the appearance, functionality, and any other features. This section should be extremely detailed and include a complete checklist. You should be assured that the client is satisfied with everything you are working on.

4. Final Review Guidelines

The final review should take place with the client and should include items to check for when assuring that the site development has come to an end. Make sure you know what process and questions should be answered to ensure that the client approves of the site. Take a look at the items checked in the previous section. If the client is verifying the progress of the items, he or she should check the same things for completion.

