



## Continuous Quality Improvement (CQI) Log Template

**Reference:** ISO/IEC 25010:2023, ISO/IEC 25019:2023, and ISO/IEC 25002:2024

**Purpose:**

To document improvement actions, lessons learned, and follow-up activities after evaluations or audits to drive continuous enhancement of software quality processes and products.

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### **1** Project and Log Information

Field	Description
<b>Project Name:</b>	Enter project or software name.
<b>System/Module Evaluated:</b>	Specify which part of the software/system was evaluated.
<b>Evaluation Type:</b>	e.g., Usability Test, Code Review, Performance Evaluation, Security Audit.
<b>Evaluation Date:</b>	
<b>CQI Log ID:</b>	Assign a unique reference number for traceability.
<b>Prepared By:</b>	Name and role of the person recording the log.
<b>Date Prepared:</b>	

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### **2** Improvement Action Summary

Summarize what improvement opportunity or issue was identified during evaluation.

Field	Description
<b>Issue/Improvement Title:</b>	Short descriptive title (e.g., “Enhance error recovery in transaction module”).
<b>Evaluation Finding Reference:</b>	Link to evaluation report or test case ID.



<b>ISO 25010 Characteristic Affected:</b>	Select relevant one(s): Functionality, Reliability, Security, Performance, etc.
<b>Problem Description / Root Cause:</b>	Briefly describe the issue and identify underlying causes (e.g., poor code modularity, unclear requirements).
<b>Improvement Objective:</b>	Define what the improvement aims to achieve (e.g., reduce downtime, enhance data accuracy).

### 3 Action Planning (Plan Phase)

Field	Description
<b>Proposed Corrective Action(s):</b>	Describe what will be done to correct or improve the identified issue.
<b>Responsible Person / Owner:</b>	Assign who will oversee implementation.
<b>Target Completion Date:</b>	Set realistic deadline for action.
<b>Required Resources:</b>	Identify needed resources (tools, personnel, budget).
<b>Related Process / Document to Update:</b>	e.g., Test Plan, Quality Manual, Design Document.

### 4 Implementation (Do Phase)

Field	Description
<b>Date Action Implemented:</b>	
<b>Implementation Summary:</b>	Describe what was actually done, including any deviations from the plan.
<b>Stakeholders Involved:</b>	List teams/individuals who participated (e.g., QA team, developers).



<b>Evidence of Completion:</b>	Attach or reference supporting evidence (e.g., test report, updated procedure).
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### 5 Verification and Effectiveness Check (Check Phase)

After implementation, confirm whether the action achieved the intended improvement.

Field	Description
<b>Verification Method:</b>	Describe how the result was verified (e.g., re-testing, audit review, monitoring metrics).
<b>Verification Date:</b>	
<b>Verified By:</b>	Name/role of the verifier.
<b>Effectiveness Rating:</b>	Use scale: 1 = Not Effective, 2 = Partially Effective, 3 = Fully Effective.
<b>Comments:</b>	Provide justification for the effectiveness rating (e.g., partial improvement observed, rework required).

### 6 Standardization and Follow-up (Act Phase)

Field	Description
<b>Required Follow-up Actions:</b>	Outline any additional actions needed to sustain improvement.
<b>Process Updates:</b>	Identify processes, templates, or procedures to be updated.
<b>Lessons Learned:</b>	Summarize what was learned from the issue and improvement activity.
<b>Preventive Action Plan:</b>	Define measures to prevent recurrence of similar issues.
<b>Next Review Date:</b>	Schedule for periodic review to confirm improvement sustainability.



## 7 CQI Log Summary Dashboard (Optional)

This optional section helps visualize overall improvement trends.

Metric	Description	Example
<b>Total CQI Actions Logged</b>	Count of improvement actions in current period	18
<b>% Fully Implemented</b>	Ratio of completed actions to total logged	72%
<b>% Verified as Effective</b>	Ratio of fully effective improvements	65%
<b>Common Root Causes</b>	Frequent underlying issues	Ambiguous requirements, inadequate testing
<b>Top 3 ISO 25010 Characteristics Improved</b>	Key improvement focus areas	Reliability, Security, Usability

## 8 Review and Approval

Role	Name	Signature	Date
Quality Manager			
Project Manager			
Technical Lead			
QA Reviewer			

## ✓ Usage Tips

- Maintain a **centralized CQI Log** throughout the project lifecycle.
- Use this log during **post-project retrospectives** and **management reviews**.
- Integrate lessons learned into **future project templates** or **quality management documentation**.



...global validation

- Periodically review all CQI entries to identify **systemic improvement themes**.