



Project Quality Management

2 Days

This course focuses on both the management of product quality and the management of the process quality for creating project deliverables. It provides exposure to the tools, techniques, and metrics used to ensure that sufficient product and process quality is achieved. It includes exercises which allow attendees to learn how to plan quality into a project and determine key metrics to manage project and process quality.

WHO SHOULD ATTEND

This course is primarily designed for project managers or individuals who have had project management training or experience, including exposure to basic project management techniques such as scope, activity, and resource planning. Individuals taking this course should have at least two years of experience working on project teams.

COURSE OBJECTIVES

- An understanding of the relationship between quality planning, quality assurance, and quality control
- An understanding of numerous tools and techniques which can be used to monitor and improve quality
- The ability to develop and track key quality metrics to satisfy customer needs
- The ability to determine process metrics to maintain quality standards
- An understanding of the responsibilities of senior management, the project manager, and project team members to ensure the existence of an adequate quality management process

LESSON TOPICS

- Project Quality Management Principles - the language and practice of quality management as it applies to the project management life-cycle
- Product Quality vs. Process Quality - the understanding of how quality management applies to both the deliverables from the project and the processes used to produce those deliverables
- Tools for Project Quality Management - the ability to use a variety of tools to assess, monitor, and resolve product and process quality issues
- Models for Continuous Quality Improvement of the Project Management Process the understanding of the relationship between project management processes and the critical success factors of the enterprise, and the ability to construct continuous quality initiatives to assure success.