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Quality for Project Managers

YOU WILL LEARN TO:

- Integrate project quality management into the project life cycle
- Employ five steps to plan effectively for project quality management
- Evaluate and improve your organization's current quality capabilities ensuring that projects will meet specified quality standards
- Ensure customer satisfaction by monitoring results using project quality control tools
- Apply project quality management tools and techniques to "real world" project management situations

COURSE SYNOPSIS

Quality for Project Managers applies quality principles to project management, as well as to the products and services resulting from projects. It brings to the forefront the essentials of project quality management and its vital link to business success, with a focus on the tools and essentials of effective quality management that work for your organization, regardless of your industry. This course shows you how to integrate quality management concepts with project management practices to create a successful quality management program to support your business success.

You will learn about the philosophy and principles of quality management and learn how to translate these concepts into specific actions that are key to successful project quality efforts. The course presents a five-step model for successfully planning project quality, a five-step model for effectively ensuring project quality and a quality-control toolkit, all of which you can immediately apply to your work environment. With a strong emphasis on exercises, this course gives you the opportunity to apply quality strategies and skills to real-world scenarios. You will practice concepts, tools and techniques using modularized case studies that require immediate and direct application of skills learned.

The strategies of quality management and continuous improvement dovetail with project management concepts to increase your control over objectives, work and performance. Master these proven methods and discover how quality greatly contributes to and enhances project success.

KEY TOPICS

✔ **Managing Project Quality**
  - What is quality?
  - Quality and the project constraints
  - What is project quality management?
  - The evolution of quality
  - Systems thinking
  - The cost of quality
  - Formal quality systems

✔ **Planning Project Quality**
  - What is quality planning (QP)?
  - QP inputs and tools and techniques
  - Stakeholders and customers
  - Project quality requirements and standards
  - Quality function deployment (QFD)
  - QP outputs

✔ **Assuring Project Quality**
  - What is quality assurance (QA)?
  - QA inputs and tools and techniques
  - Developing QA activities
  - Investigating QA capabilities
  - Process improvement
  - QA activities and the project quality management plan
  - Quality audits
  - Quality path vs. critical path
  - QA and change control
  - QA outputs

✔ **Controlling Project Quality**
  - What is quality control (QC)?
  - Major questions of QP, QA and QC
  - QC inputs and tools and techniques
  - The voice of the customer and the voice of the process
  - "Good enough" approach
  - Taguchi's loss function
  - Quantum innovation vs. continuous improvement
  - Plan-do-check-act (PDCA) cycle
  - Basic quality control toolkit
  - QC activities and the project quality management plan

✔ **Putting Project Quality to Work**