

Quality for Project Managers

YOU WILL LEARN TO:

- Integrate quality management into the entire project life cycle for products, processes or services
- Plan effectively for quality management in the project
- Assess and improve your organisation's current quality capabilities to help ensure that projects will meet required quality standards
- Monitor results using quality control tools to help ensure customer satisfaction
- Apply quality management tools and techniques to "real-world" quality management situations
- Exceed customer expectations through communication, requirements elicitation, stakeholder analysis and planning of quality management

COURSE SYNOPSIS

Quality for Project Managers applies quality principles to project management, including their resulting products, services and processes. This course is packed with tools and best practices for every aspect of quality planning, assurance and control. By the end of the course, participants will be ready to apply these techniques and best practices to any project in any industry.

The course presents a five-step model for successful quality planning, a five-step model for quality assurance, and a quality-control toolkit, all of which you can immediately apply to your work environment. Participants will apply new concepts and techniques to a plethora of case study exercises directly tied to key concepts learned in class.

The strategies of quality management and continuous process 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

✓ Quality Management Principles in the Project Environment

- Quality and project quality management
- The evolution of quality
- Quality and the project life cycle
- Systems thinking
- The cost of quality
- Quality toolkit

✓ Quality Planning

- QP inputs, tools and techniques
- Identifying, defining and analysing stakeholders and customers
- Types of stakeholders
- Needs assessment
- Identifying, documenting and prioritizing requirements
- Sources of requirements
- Common characteristics of product, service and software quality requirements
- Developing SMART quality standards
- Measureable metrics
- Benchmarking
- Quality function deployment (QFD)
- QP deliverables

✓ Quality Assurance

- QA inputs, tools and techniques
- Developing QA activities and measurement standards
- Determining QA capabilities of the organisation
- Conducting QA activities, such as flowcharting
- Process improvement
- QA activities and the project quality management plan
- Quality management plan
- Quality audits
- Quality path vs. critical path
- QA and change control
- QA deliverables

✓ Controlling Project Quality

- Why/when to perform QC
- QC inputs, 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
- The continuous improvement mindset
- Plan-do-check-act (PDCA) cycle
- Basic quality control toolkit
- Quality audits and lessons learned
- QC outputs

Course
Duration
3 days

PDU's: 22.5



This course is also available in e-training format.



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PMBOK® Guide Knowledge Areas:

- Project Integration Management
- Project Quality Management
- Project Communications Management

