



Managing the Project's Quality - One-Day Seminar

Program Number: PMGNOII / PDUs: 6

1.0 Introduction

- Seminar member introduction and overview of course material

2.0 Overview of Quality Management

- Learn basic quality management terminology, quality management history through Deming & Crosby

3.0 Function Quality Integration & Quality Requirements

- Discuss the integration of quality into scope, cost, and time covered
- Discover the different types of quality services: expectation review, feedback (network prevention and opportunities), public relations, and anticipated quality (issues and needs)

4.0 Cost of Quality

- Prevention vs. detection, prevention, appraisal, failure, essential first time work, cost of conformance, cost of nonconformance

Group exercise on identifying the cost of quality

5.0 Seven Tools

Introduction to the seven tools to help keep your project on track

- Flow chart
- Cause-and-effect diagram
- Check sheet
- Pareto diagram
- Histogram
- Control chart (run chart)
- Scatter plot

Group exercise using the cause-and-effect diagram

Course Objectives:

Participants will learn why quality is important on any project.

Learn how to:

- History of quality
- Cost of quality
- Measurement procedures and how to develop corrective actions
- Procedures to verify project effectiveness

6.0 Modern Quality Tools

Discuss how companies are starting to deal with quality issues by using:

- Voice of the customer
- Supplier quality management
- Benchmarking
- ISO 9000 series

7.0 Quality Handled Within a Project

- Determine the quality responsibilities within each phase of a project
- Evaluate the benefits of running a quality project

8.0 Evaluate the Project Quality

- Learn how to use the evaluation plan included in the project plan to assess the project's quality

Group exercise using the project quality evaluation