



## Developing a Quality Management System - Two-Day Seminar

Program Number: ADGNOII / PDUs: 12

### 1.0 Introduction

- Attendees' introduction and overview of course agenda

### 2.0 Overview of Quality Management

- Define Quality Management, Product Quality, Service Quality and Project Quality.
- Learn the Roles and Responsibilities of the Project Team concerning Quality

### 3.0 Philosophies of Quality Management

- Understand the benefits for the performing organization
- Understand the differences in Philosophies between Deming; Juran; Crosby and PMI
- Learn Deming's Fourteen Points
- Learn about Six Sigma Quality

### 4.0 Project Quality

Learn why Project Quality refers to whether the project was indeed completed:

- On-Time
- To the specifications
- Within budget
- To the customer's requirements and satisfaction
- Gain Understanding of Project Quality Management

### 5.0 Quality Planning

- Learn the Inputs, Tools and Techniques, and Outputs of the Quality Planning Process
- Learn about Enterprise Environmental Factors; Organizational Process Assets; Project Scope Statement; Project management Plan; Cost-Benefit Analysis; Benchmarking; Design of Experiments; Cost of Quality(COQ); Quality Management Plan; Quality Metrics; The Project Evaluation Methodology; Checklists; Process Improvement Plan;

### 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

### Recommended past experience:

Prior to attending this course, you should have a good understanding of standard project management and quality management

- Quality Baseline; and Project Management Plan

*Do Quality Planning Group Exercise*

### 6.0 Quality Assurance

- Learn the Inputs, Tools and Techniques, and Outputs of the Quality Assurance Process
- Learn about Work Performance Information; Approved Change Requests; Quality Control Measurements; Implemented Change Requests; Implemented Corrective Actions; Implemented Defect Repair; Implemented Preventive Actions; Quality Audits; Process Analyses; Requested Changes; Recommended Corrective Actions; and Organizational Process

### 7.0 Perform Quality Control

- Learn the Inputs, Tools and Techniques, and Outputs of the Perform Quality Control Process



- Learn about Deliverables; Cause and Effect Diagram; Control Charts; Flowcharting; Histogram; Pareto Chart; Run Chart; Scatter Diagrams; Statistical Sampling; Inspection; Defect Repair Review; Quality Control Measurements; Validated Defect Repair; Recommended Corrective Actions; Recommended Preventive Actions; Requested Changes; Recommended Defect Repair; Organizational Process Assets; and Validated Deliverables

### **8.0 Review of Basic Statistics**

- Learn about Populations, Samples, and Statistically Significant Samples
- Learn about Probabilities and Independence
- Learn about Distributions; Measures of Centrality; and Measures of Dispersion

### **9.0 Quality Tools**

- Learn about Check Sheet; Scatter Diagrams; Variable vs. Attribute Numeric Data; Run Charts; Control Charts; Process Capability; Pareto Charts; Flow Charts; Fishbone Diagrams/ Cause-Effect/Ishikawa; Nominal Group Technique; and Quality Tools

*Do Cause and Effect Diagram Group Exercise*

### **10.0 Overview of the Problem-Solving Process**

- Learn how Problem Solving fits into the Four Step Quality Process

### **11.0 Monitoring and Control for Project Quality**

- Learn how to Monitor and Control your Project Quality

### **12.0 Evaluate the Project Quality**

- Learn how to do a Project Closeout Lessons Learned and Closeout Report
- Learn how to analysis the Quality Management System and Contract Management System

*Evaluate the Project's Quality Group Exercise*