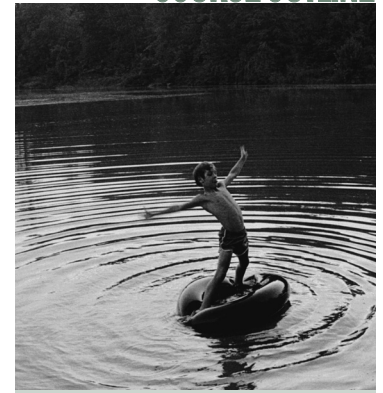


Quality for Project Managers

For every project, the project manager is the one that's ultimately held accountable for achieving the project's objectives. In most every case, these objectives have a component of quality associated with them. The purpose of this course is to help project managers better understand and appreciate the important topic of quality, as well as what they can do during the management of projects to ensure final deliverables measure up to the quality desired. Project managers walk away from this course with immediately-usable knowledge that will better equip them to identify quality requirements, focus their teams on quality, develop and execute a quality plan, and how to monitor and control the results being achieved.



DURATION:
Traditional - 2 days.
Virtual - 16 hours.

CAPACITY: 20 people.

WHO SHOULD ATTEND: Project managers who want to have a greater understanding of quality and it's impact on final deliverables.

PREREQUISITES: FSIPM

PDUs: 16 credits.

FEATURES

- Our facilitators bring real-world experience to every workshop.
- Participants will be led, not lectured, through a combination of presentations and hands-on exercises.
- Our workshops provide an experiential environment where participants can take risks and make adjustments based on their results before approaching large projects.
- Our workshop is consistent with the Project Management Institute's *A Guide to the Project Management Body of Knowledge (PMBOK® Guide)*.

DISCOVER HOW TO

- Identify quality requirements.
- Focus the team on quality as a major activity in the project.
- Develop with the team a plan that will produce quality results.
- Execute the plan with the team to achieve the quality results.
- Monitor and control the results being achieved.
- Take corrective action when any quality issues arise.
- Ensure that quality lessons learned are documented and shared to promote continuous improvement in the quality project management processes.

PMBOK is a registered mark of the Project Management Institute, Inc.

COMPETENCIES

Quality Planning
Perform Quality Assurance
Perform Quality Control
Lessons Learned

PM KNOWLEDGE AREAS

Project Quality Management
Project Integration Management
Project Communications
Management

OUTLINE SUMMARY

Project Quality Basics

- What is quality?
- Benefits of quality
- Quality and triple constraints
- Relationship of quality, value, and customer satisfaction
- Cost benefit analysis relationship to quality management

Project Quality Management

- Project quality management with an overview of quality planning, quality assurance, & quality control
- Three quality processes: quality of project management processes, quality of project delivery processes, and quality of product
- High quality results in projects
- Relationship of quality management to the Project Life Cycle

Project Quality Planning

- Quality planning overview
- Planning inputs
- Stakeholder and customer identification/analysis
- Quality baseline
- Quality management plan

Project Quality Assurance

- Quality assurance overview
- Quality assurance investigation tools
- Process improvement
- Quality Path versus Critical Path

Project Quality Control

- Quality control overview
- Quality control inputs
- Quality control toolkit

Project Quality Requirements

- Importance of project requirements
- Good requirements
- Quality requirement characteristics

Design-Build-Test-Implementation

- Peer reviews
- Walkthroughs
- Inspections
- Reviews
- Validation and Verification

Project Closeout

- Review events of project
- Lessons learned
- Update checklists
- Archive records

Sys·tem·a·tion®

Get to the Heart of the Matter.®