



## Quality Management on Projects: A Step by Step Guide

### Course Description

In this course, project managers will practice with and use real-world quality management skills and tools to improve their results on projects. The course begins with an overview of quality management on projects—discussing concepts such as the cost of quality, cost benefit analysis, and quality planning. After breaking down a number of real-world tools and techniques, project managers will then review common errors related to quality on projects, and learn to perform both quality assurance and quality control. Also, students are encouraged to bring their project quality challenges to the course, and leave with an action plan to successfully deal with them.

### Course Objectives

At the completion of this course, students will be able to:

- Define major tasks of the Project Quality Management processes
- Practice Project Quality Management Tools and Techniques
- Identify and avoid common Project Quality errors
- Apply Project Quality Management skills and tools to improve project results
- Create a Project Quality Management Map

### Course Outline

#### Overview: Quality Management on Projects

- What is Project Quality Management Mapping
- Project Quality Management Mapping: Outputs
- Project Management and Quality Management Integration
- History of Project Quality
- Customer Satisfaction

#### The Cost of Quality

- How does Managing Quality Reduce Project Costs?
- Definition: Cost of Quality (COQ)
- Cost of Quality Target % Varies
- The 1:10:100 Rule
- Business Cases for Quality

#### Cost Benefit Analysis

#### Planning Project Quality

- Plan Quality Process Overview
- Plan Quality Process Inputs
- Quality Management Processes
- Plan Quality Actions
- Plan Quality Process Documents
- Plan Quality Inputs, Tools & Techniques, Outputs
- Enterprise Environmental Factors
- Organizational Process Assets

#### Plan Quality Process: Tools and Techniques

- Control Charts
- Benchmarking
- Design of Experiments
- Statistical Sampling
- Flowcharting
- Quality Management Methodologies
- Planning Tools

### Duration & Units:

2 Days, 12 PDUs/Contact Hours

### Level of Knowledge



Beginner

Intermediate

Advanced

### Audience:

This course is designed for experienced project managers and business analysts, management and program managers to practice and use real-world quality management skills and tools to improve their results on projects.

### Course Benefits:

- Create valuable quality management resources
- Enhance results on projects thru project quality management skills and tools
- Identify and avoid common pitfalls and mistakes with project quality

### Course at-a-Glance:

- 2 Days, 12 PDUs/Contact Hours
- 9 am to 4 pm

### Other Recommended Courses:

- Creating a Winning Work Breakdown Structure
- Secrets for Dealing with Difficult Teams
- Project Estimating: How to Bullet Proof Your Project Plan

continued...

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## Course Outline *(continued)*

### Common Errors in Project Quality Management

#### Performing Quality Assurance

- Quality Management Processes
- Questions we ask in Perform Quality Assurance
- Perform Quality Assurance: ITTO

#### Perform Quality Control

- Questions We Ask
- Perform Quality Control Inputs
- Perform Quality Control Tools & Techniques
- 7 Tools of Quality
- Cause and Effect Diagrams
- Control Charts
- Rule of Seven

#### Conclusion

- Summary & Review
- Action Plan: Use what you have learned
- Recommended Reading
- Q & A
- Where Do You Go from Here?

#### Course Materials

Students will receive the following materials with the course attendance:

- Quality Management on Projects: A Step by Step Guide Student Slides
- Quality Management on Projects: A Step by Step Guide Workbook

*\*This course counts as credit towards an RMC Fellow's Certificate™ Program designation.*

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