

Course Description: This intensive class will guide the student through the Project Quality Management process as defined by the Project Management Institute (PMI). Students will be introduced to industry best practices.

Who Should Attend: This class is intended for any person functioning as a Project Manager or aspiring to be a Project Manager.

Prerequisites: Students should have taken the Project Management Overview, Project Scope and Requirements Management, and Project Time and Cost Management courses.

Benefits of Attendance: Upon completion of this course, students will be able to:

- Effectively plan quality into their project.
- Effectively determine quality requirements as they pertain to the scope/requirements of the project.
- Perform quality assurance functions on their projects.
- Perform quality control functions on their projects.

Course Outline:

Overview Of Project Quality Management

Project Management Plan Updates

Quality Planning

Introduction to Quality Planning

Inputs to Quality Planning include: Enterprise Environmental Factors, Organizational Process Assets, and the Project Scope Statement

Tools and Techniques for Quality Planning

Cost-Benefit Analysis

Benchmarking

Design of Experiments

Outputs of Quality Planning

Quality Management Plan

Quality Metrics

Quality Checklists

Process Improvement Plan

Quality Baseline

Project Management Plan Updates Exercise

Performing Quality Assurance

Introduction to Performing Quality Assurance

Inputs to Performing Quality Assurance include: Quality Management Plan, Quality Metrics, Process Improvement Plan, Work Performance Information, Approved Change Requests, Quality Control Measurements, Implemented Change Requests, Implemented Corrective Actions, Implemented Defect Repair, Implemented Preventive Actions

Tools and Techniques for Performing Quality Assurance

Quality Planning Tools and Techniques

Quality Audits

Process Analysis

Quality Control Tools and Techniques

Outputs of Performing Quality Assurance

Requested Changes

Recommended Corrective Actions

Organizational Process Assets Updates

Project Management Plan Updates Exercise

Performing Quality Control

Introduction to Performing Quality Control

Inputs to Performing Quality Control include: Quality Management Plan, Quality Metrics, Quality Checklists, Organizational Process Assets, Work Performance Information, Approved Change Requests, and Deliverables

Tools and Techniques for Performing Quality Control

Cause and Effect Diagrams

Control Charts

Flowcharting

Histograms

Pareto Charts

Run Charts

Scatter Diagrams

Statistical Sampling

Inspection

Defect Repair Review

Outputs of Performing Quality Control

Quality Control Measurements

Validated Defect Repair

Quality Baseline Updates

Recommended Corrective Actions

Recommended Preventive Actions

Requested Changes

Recommended Defect Repair

Organization Process Assets Updates

Validated Deliverables