



# Quality Management in Projects

## **Who should attend this seminar**

Discover valuable sampling and assessment techniques to ensure project quality management success. This intensive course focuses on fundamental quality management tenets of leading quality and process improvement thinkers such as Deming, Juran, and Crosby. Learn how quality is related to virtually all areas of a project by using proven tools and techniques for planning and implementing quality methods in a project environment. The course conforms to the PMBOK® quality framework and the Bates Project Management Methodology.

## **What you will learn**

- Apply philosophies of leading quality experts
- Implement a successful quality program
- Prepare a quality management plan
- Apply requirements analysis and management techniques
- Recognize how Six Sigma can lead to breakthroughs
- Conduct systems quality reviews and testing
- Develop proven techniques to calculate the cost of quality
- Use statistical process control tools and techniques
- Identify and employ project metrics
- Manage a project team's impact on quality

## **Seminar format**

- Three days with workshop, discussion and lecture

## **Seminar take-aways**

- Complete seminar manual with all visual aids
- On-line and telephone support for past seminar participants
- Certificate of completion with 21 Professional Development Units

## **Seminar Outline**

### **Introduction to Project Quality Management**

Definition of quality - Customer-driven quality - The quality movement - Benefits of quality

### **Quality Management Philosophies**

Deming – Juran - Crosby

### **Total Quality Management**

Basic concepts of total quality – Benefits of total quality management – Problems and quality improvement

### **Project Quality Management Processes**

Quality planning

### **Project Team Impact on Quality**

Developing the Team Composition and Organization – Using a team support and improvement process

### **Statistical Process Control Tools**

Flowcharts – Pareto analysis – Cause-and-effect analysis – Histograms – Scatter diagrams – Control charts – Check sheets – Establishing metrics - Using metrics for results

