

Quality in Project Management

We all understand that deliverables quality is important, but there is more to this story. The quality of the PM methodology that we use is a deciding factor in the level of solution quality we deliver. Deliverables must have sufficient quality to allow effective use. Project Business Value, the ultimate reason for doing the project, depends on effective usage of deliverables. Poor Quality = No Value.

This course provides practical, hands-on training in how to attain the level of deliverables quality we seek in any waterfall or agile project. During the class, participants discuss a variety of tools and techniques that strengthen both execution of the project and overall quality of project deliverables.

Topics include:

- We perform projects to create value
- Quality drives value realization
- Quality is required before, during, and after project completion
- The Value Realization Plan
- Requirements drive quality
- Identifying risks to delivery of quality
- Stakeholder commitment to quality
- Keeping Time – Cost – Scope in balance to protect quality (Waterfall)
- Quality management plan
- Standard quality tools
- Cost of quality
- Preparing for the test effort
- Test cases and test scripts – Structured testing
- Managing defects
- Ensuring the quality effort is adequate
- Quality audits
- Continual improvement through retrospectives
- Continual solution optimization

Who should attend

This course is of immediate value to Product Owners, Project Managers, Portfolio Managers, Functional Managers, PMO/COE Directors, Product Development Director, Senior Managers, and Business Managers with project responsibility.

Course Information

- **Course ID:** 2070
 - **Duration:** 2 days
 - **Participants receive:**
 - PMP®-certified instructor
 - Printed Participant Guide
 - 14 PDUs (Technical: 10 Leadership: 3 Strategic: 1)
 - Certificate of Participation
 - Project Management templates
- Typical class size:** 6 to 20 attendees
Delivery: Virtual or onsite

Why should I take this course?

- If you are experiencing difficulties delivering the level of deliverables quality you want, the material in this course will give you an understanding of steps you can take to gain control.
- You have the option of using your own, ongoing project as the focus of class exercises. As a result, not only do you gain experience with the tools, but you also learn more about your project.
- All participants take home a set of tools and techniques to help them deal with the many aspects of project quality management.
- Take this course and learn how to avoid the quality problems that business managers most often encounter in their projects.



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Course Outline

Section 1: Quality in Projects

- Quality versus Grade
- Quality Stakeholders
- Benefits of Quality
- Four Levels of Project Success
- Importance of Process Quality
- Waterfall and Agile

Section 2: Core Quality Concepts

- A brief history of Quality
- Prevention over Inspection
- Management Responsibility
- Verification and Validation
- Precision vs. Accuracy
- Statistical concepts

Section 3: Project Quality Management

- Waterfall: Tools and Techniques
- Agile: Tools and Techniques
- Project Lifecycle Quality
- Project Quality Management

Section 4: Quality Planning

- Key Questions: Quality Planning
- Tools and Techniques
- Cost of Quality
- Quality Management Plan
- Quality Management Approach

Section 5: Quality Control

- Tools of Quality Control
- Ishakawa Diagram and Pareto Analysis
- Control Chart; Checklist; Check sheet
- Testing
- Control Quality Outputs

Section 6: Quality Management

Learning Approach

A highly experienced instructor will use interactive lecture format, numerous hands-on exercises, group discussions, and other techniques to drive home the essential points of this material.

If you have modest quality management knowledge, you will find that the clarity of the material and direct presentation style of the instructor will make the subject matter easy to understand.

- Managing Quality
- Quality Assurance Methods; audits
- Outputs of Quality Assurance

Section 7: Initiation

- The Work of Initiation
- Initiation Deliverables
- Charter: Implications for Product Quality
- High quality estimates
- Estimation: Implications for Product Quality

Section 8: Planning – Scope

- Product and Project Scope
- Requirements
- Work Breakdown Structure
- Scope Baseline and Scope Control
- Scope: Implications for Product Quality

Section 9: Execution – Risk

- Common Sources of Risk to Quality
- Risk: Implications for Product Quality
- The Work of Risk Management
- Risk Identification; FMEA
- Proactive Risk Response Planning

Section 10: Monitoring and Control

- Sources of Change
- Work of Change Control
- Change Request; Change Control Process
- Benefits of Change Control
- Change Control: Implications for Product Quality

Section 11: Project Close

- Lessons Learned (Retrospective)
- Project Close: Implications for Product Quality