

PM201 - Project Quality Management

2 Days

Course Description:

The Quality Management course addresses the planning and implementation of project Quality management processes as they are integrated into the overall project plan and execution. Students learn the evolution of Product and Project Quality and are provided with theory and practice on the 3 PMI Quality Management Processes. Quality Planning is discussed and practiced as an integral part of the overall project planning sequence. Process based Quality Assurance is addressed with a set of hands-on practice using a team case study. Students are taught Product based Quality Control through a series of case study based analyses and discussion exercises. Stress is placed on the “Quality is planned in, not inspected in – emphasis on Quality Assurance over Quality Control” paradigm.

Strategic Course Goals and Objectives:

1. An understanding that Quality Assurance is less expensive than Quality Control
2. Why Quality must be addressed from the earliest stages of project planning through to product delivery
3. Fluent working knowledge of the PMI best practices for Project Quality Management
4. Cost effective mechanisms for integrating quality practices into the overall project management architecture

Tactical Skills:

1. Planning project Quality
2. Assuring project Quality
3. Quality Control
4. Understand the history of Project Quality Management
5. Tools for project process quality – Quality Assurance
6. Tools for project product quality – Quality Control
7. Understand the relationship between Quality Control and Scope Verification
8. Implement Quality Assurance tools including Quality Audits
9. Implement Quality Control tools including Pareto Charts, Control Charts, Cause & Effect Diagrams, and Quality Metrics

Course Audience:

This course is intended for both project team members and project managers wishing to gain a fluent working knowledge of commonly accepted best practices for planning and implementing project quality processes and metrics. Team members and managers looking to improve their quality management skills and looking to improve their understanding of how quality assurance and control foster project success should take this course. Students on a track to take the PMP examination should take this course.

Prerequisites:

1. *Concepts and Practice of Project Management* or
2. Equivalent project management experience