

## Quality in Project Management

Part of the Synergist Series

How has quality affected the planning, implementation, and close-out of your projects? Attend this two-day workshop and you will experience how quality planning, quality control, and quality assurance interact and overlap throughout the various stages of project management. You will experience the significant effect that quality can have on ensuring project success, as well as the affect it can have on your project budgets. Learn how all the PMBOK® knowledge areas are affected by quality.

### Topics Presented

- ♦ An introduction and history to quality and the concepts
- ♦ Quality and the project environment
- ♦ Quality standards and how they relate to the PMBOK® basic approach to quality management
- ♦ The importance of quality planning during the project
- ♦ How quality assurance and quality control are essential to the project
- ♦ Quality tools and techniques utilized to measure and achieve quality
- ♦ Defining performance measurement systems
- ♦ Determining continuous process improvement strategies

### Learning Outcomes

- ♦ Define quality and how project quality management benefits the project
- ♦ Know advantages of quality and the impact of poor quality
- ♦ Identify the standards best applicable to the project and the organization
- ♦ Effectively address quality requirements to avoid project demise
- ♦ Obtain the know-how to organize work activities to produce specified deliverables
- ♦ Monitor your projects progress utilizing quality tools and techniques
- ♦ Implement and use such tools and techniques such as auditing, Pareto charts, flowcharts, scatter diagrams, etc.

### Special Features

- ♦ This course includes methodology from the International Organization for Standardization, the Project Management Institute (PMI), the Software Engineering Institute (SEI), U.S. and Canadian government agencies, and private industry
- ♦ Was created through a joint effort of quality and project management professionals with over 30 years of experience
- ♦ Continuing after-class access to a *participants-only* website.

### Workshop Design

© 2000 Neil G. Hickey and Eric A. Spanitz. This workshop includes practical, real-world skills transfer. The delivery of this workshop is very interactive. Rather than just lecture, the participants are engaged in many discussions throughout the workshop. Fun re-enforcing practice and activities keep the atmosphere lively.

### Audience

Project managers, team members, managers of project managers, project clients and/or stakeholders.

**Duration** 2 days

### PMBOK® Knowledge Areas Discussed

Integration	Scope	Time
Cost	Quality	Human Resources
Communications	Risk	Procurement