Quality for Project Managers

Length: 1 Day

"Finished" Isn't Enough: Learn the Importance of Quality. In this course, you will learn how to develop or improve the quality programs at your workplace. You will use systems thinking to plan quality into your project, prioritize requirements to meet customers' quality needs, select quality assurance and quality control activities that are tailor-fit to your project, and use quality management processes, tools, and metrics to increase the likelihood of project success. You will use a Quality Management Plan to document and structure a thoughtful approach to project quality management. You will gain insight into applying quality planning, quality assurance, and quality control to real-world projects.

What You'll Learn

- Apply systems thinking when planning quality into your project
- Develop or improve quality programs at your workplace based on modern quality theories and approaches
- Determine quality assurance activities for your project and how to measure them
- Prioritize requirements to better meet customer needs and ensure quality
- Relationship between risk and quality
- Develop a quality management plan for your project
- Determine the impact of quality assurance activities on the critical path
- Select the appropriate quality assurance and quality control tools for your project
- Plan and perform a quality audit for your project

Who Needs to Attend: Associate project managers, project managers, IT project managers, project coordinators, project analysts, project leaders, senior project managers, quality assurance team members, product managers, and program managers

Prerequisites: Project Management Fundamentals

COURSE CONTENT

QUALITY CONTROL AND CLOSURE PROJECT QUALITY

What Is Quality?

History of Modern Quality

Project Quality Management

PLANNING QUALITY

The Process of Planning Quality

Systems Thinking in Planning Quality

Role of Stakeholders in Quality

Quality Requirements

Quality Planning Tools

PERFORMING QUALITY ASSURANCE

The Process of Performing Quality Assurance

Process Analysis Tools

Quality Assurance as Part of the Critical Path

PERFORMING QUALITY CONTROL

The Process of Performing Quality Control

Measurement and Tracking Tools

Problem Solving and Decision Making

Using Quality Assurance and Control Tools

Quality Control and Closure

CASE STUDIES

Illustrate the Importance of Quality

Define Quality

Define the Attributes of Quality

Distinguish Between Quality and Grade

Propose a Quality Program for Your Workplace

Identify Quality in the Triple Constraint

Perform a Stakeholder Analysis

Identify Positive and Negative Risks for Your Project

Prioritize Requirements

Develop a Quality Management Plan

Determine the Impact of Quality Assurance Activities on the Critical Path

Select Quality Assurance Tools

Create a Pareto Chart

Draw a Cause and Effect Diagram

Plan and Perform a Quality Audit