MILESTONE

Providing Stepping Stones
Along the Path to Success

THE
MATHIS
GROUP, INC.

A WOMAN-OWNED
SMALL BUSINESS

9 C'S OF
QUALITY

To have effective quality control in a project, the entire company must be involved. We must change the mindset of the company so that the separate parts of the company are looked at through the eyes of quality. This will require cooperation from everyone by working together. The Nine C's of Quality can help control the quality of a project.

Customer awareness
Be aware of your internal and external customers and be aware of different levels of customers like direct and indirect recipients. Knowing who your customers are will help guide the quality standards. The Stakeholder Analysis will identify your stakeholders and the level of awareness required.

Communication
Communicating with the customer provides a relationship that is essential to determine the requirements and expectations of the product or service. This communication sets the expectations for quality levels. Communication should be continuous throughout the project and not just during the initial interview process.

Cost avoidance
Limit expenditures to those which are for the necessary work of the project. Avoid wasting time and materials by providing the appropriate level of quality required by the project. Don't add to the project more than the customer desires.

Contribution analysis
This analysis compares actual actions to planned actions and uses metrics to measure contributions. Checking for variances will help monitor that the project is on track. Be sure that the metrics used are quantitative and not subjective.

Controls
Use checks and balances to ensure the project is progressing as planned. Verify that work is being completed within the bounds of approved variances and identify variances that need management action. No project runs 100% on time, budget, etc. There will be some variations, so you must understand the acceptable range of variance for the project.

Coordination
Ensure all stakeholders are informed of activities. A RACI chart is helpful to keep track of the levels of contribution each stakeholder has. Having a good relationship with your stakeholders will aid in getting instant feedback when necessary.

Competence
Understand the physical and mental capacity of the project team to perform the work. What is their knowledge level? What skills do they possess? What is their attitude toward the project?

Commitment
The project team should be dedicated to performing all accepted tasks within the time frame allotted. This may be because some team members are overcommitted to the number of projects they can handle, and they are spread too thin. Management can help by prioritizing the projects and communicating that to the teams.

Cooperation
Make every effort to work with others in an open and supportive manner. Emphasize to your team the importance of assisting fellow workers, being receptive to the boss's instructions, and being friendly to others.
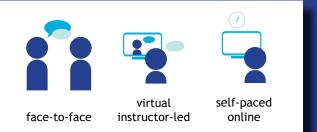
PROJECT QUALITY ASSURANCE, MONITORING, AND AUDITING - 2 DAY

PDUs - 13

PMI's Talent Triangle Breakdown
Ways of Working - 13.00

face-to-face   virtual instructor-led   self-paced online

Course Description: In this two-day course, participants will focus on issues such as how to maintain quality by using audits and evaluations for monitoring purposes. Quality theories taught by Drs. Deming and Juran will be included as foundations for implementing new quality initiatives. In addition, several types of project audits will be explored as a means of controlling the project with more efficiency. This course will follow one or more of Project Management Institute's knowledge areas of the *PMBOK® Guide*.

Course Objectives:

Objective 1: Examine continuous process improvement for project processes
Discuss five key checkpoints for quality management
Analyze the mainline quality and monitoring processes
Analyze the specific actions to improve quality
Discuss quantitative measurements
Examine the six general types of cost

Objective 2: Analyze the tools for quality control
Evaluate Deming's 14 points to maintaining quality
Identify Juran's 10 symptoms to quality problems
Define the three major processes of project quality management
Examine the process of quality assurance
List the nine C's of quality
Evaluate the four steps to Force Field Analysis
Discuss seven keys to problem solving implementation

Objective 3: Examine benefits of project auditing
Analyze project performance audit
Examine customer acceptance audit
Discuss methods for making recommendations
Compare recording techniques for making recommendations
Develop project audit performance points

Objective 4: Discuss recovery assessment process and model
Examine recovery indicators
Examine a project recovery plan
Discuss recovery lessons learned

THE MATHIS GROUP, INC.

A Woman-Owned Small Business (WOSB)

Providing quality, customized training and consulting services that inspire, educate, and equip organizations to be better tomorrow than they are today.

DR. KEITH MATHIS, PMP, PMI-ACP, CSP-SM, CSP-PO
WANDA MATHIS, M.ED. PMI-ACP

PROJECT MANAGEMENT TRAINING
OVER 60 PROJECT MANAGEMENT COURSES REGISTERED WITH PMI

PRESENTATIONS THAT EDUCATE, MOTIVATE, AND INSPIRE

Since 1993, The Mathis Group has been helping organizations change worker productivity and behavior.

PROJECT MANAGEMENT
MARKETING
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LEADERSHIP
CUSTOMER SERVICE

COMPANY MANDATE

The Mathis Group provides training and consulting that will impact the organization and individual while maintaining an outstanding reputation for success and integrity.

VALUES STATEMENT

Every person has worth and should be treated with respect.

AREAS OF EXPERTISE

- Curriculum Design
- Project Management
- Organizational Behavior and Development
- Management

- Agile Project Management
- Strategic Planning
- Executive Coaching
- Performance
- Team Building

- Emotional Intelligence
- Leadership
- Customer Service
- Supervisory Leadership
- Hybrid Project Management

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