MILESTONE

Providing Stepping Stones
Along the Path to Success

THE MATHIS GROUP, INC.

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PROCESS
IMPROVEMENT

Throughout a project, every effort is made to ensure that the project meets the quality standards that the customer desires. Process analysis helps to identify opportunities for process improvement by examining problems, constraints, and non-value-added activities that occur during a process. Continuous quality improvement exists in two primary areas: Product and service improvements and Process improvements. In this *Milestone*, we will look at Process Improvements.

Project Quality Management supports the continuous process improvement activities as undertaken on behalf of the performing organization. A continuous process improvement plan should be developed in the Quality Plan. The Quality Plan details how the project processes will be measured and how the processes can be analyzed so that continuous improvements can be made and measured. It includes process boundaries, configurations, metrics, and targets for improved performance.

Process improvements will reduce cost, enhance the product grade, and shorten the time needed to perform a task. This may look like providing additional training for workers, simplifying the flow of the process, using materials which match the manufacturing requirements, or purchasing machines to do manual labor.

Plan-do-check-act (PDCA) and Six Sigma are two of the most common quality improvement tools used to analyze and evaluate opportunities for improvement. Let's look at a few other process improvement tools that you can use.

PDCA
Plan-Do-Check-Act helps organizations efficiently identify processes that need improvement

Six Sigma
Six Sigma provides a general approach to reduce waste. It is a collection of methods to analyze cause and effect relationships to discover opportunities for improvement. (To learn more about Six Sigma, read our August *DMAIC Methodology Milestone*)

Kaizen
Kaizen is a Japanese term for improvement or change for the better. This focuses on making small shifts in the corporate culture to improve quality by preventing mistakes from happening.

Kanban Boards
Kanban Boards are a fantastic way to visually see how a project is progressing which naturally leads to improved processes.

Total Quality Management
TQM looks at customer satisfaction, prevention over inspection, management responsibility, and continuous improvement to cultivate long-term success.

This is just a small sampling of the many tools that are available to improve processes within a project.

Join Dr. Mathis on Friday, November 12 for our free *Process Improvement* webinar. If you cannot attend, a replay link will be sent out after the webinar To register, go to **www.themathisgroup.com/webinars**.

PROJECT QUALITY ASSURANCE, MONITORING AND AUDITING

PDUs - 13

PMI's Talent Triangle Breakdown
Technical - 13.00

self-paced
online

Course Description: In this 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.

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WANDA MATHIS, M.Ed. PMI-ACP

PROJECT MANAGEMENT TRAINING
OVER 60 PROJECT MANAGEMENT COURSES REGISTERED WITH PMI

PRESENTATIONS THE EDUCATE, MOTIVATE, AND INSPIRE

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

PROJECT MANAGEMENT
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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
- Marketing
- Strategic Planning
- Executive Coaching
- Performance
- Team Building
- Emotional Intelligence
- Leadership
- Customer Service
- Creating Customer Value
- Supervisory Leadership
- Coaching and Counseling

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