

# Project Quality Assurance, Monitoring and Auditing

*PDU*s - 13

*PMI's Certification Breakdown*  
PMP - 13.00

*PMI's Talent Triangle Breakdown*  
Ways of Working (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*.

**Method of teaching:** Students will learn tips, techniques and processes through webinars, which can be accessed 24/7 and completed at their own pace. Remember, though, that you must complete the course within 60 days.

## **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