

Project Quality Assurance, Monitoring and Auditing

Course Length – 2 Days

PDU's - 13

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 are 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 the Project Management Institute's nine knowledge areas of *PMBOK® Guide*.

Methods: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- 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
- Explore quantitative measurements
- Examine the six general types of cost
- Evaluate Deming's 14 points to maintaining quality
- Identify Juran's 10 symptoms to quality problems
- Analyze the tools for quality control
- Define the three major processes of project quality management
- Explore the process of quality assurance
- Detail the nine C's of quality
- Evaluate the four steps to Force Field Analysis
- Discuss seven keys to problem solving implementation
- Examine benefits of project auditing
- Analyze project performance audit
- Examine customer acceptance audit
- Discuss methods for making recommendations
- Explore recording techniques for making recommendations
- Establish project audit performance points
- Discuss recovery assessment process and model
- Examine recovery indicators
- Examine a project recovery plan
- Discuss recovery lessons learned