

# Project Quality Management - 1 Day

***PDU*s - 6.5**  
***CEU*s - 0.70**

**PMI's Certification Breakdown**  
PMP - 6.50

**PMI's Talent Triangle Breakdown**  
Technical - 6.50

***Course Description:*** In this one-day course, participants will focus on how to deliver the level of quality that is required by the customer and how to keep continuous improvement throughout the project. In addition, this course will also expose participants to various project quality tools and teach them how to use those tools in a project setting. This course will follow one or more of Project Management Institute's knowledge areas of the *PMBOK® Guide*.

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

## ***Course Objectives:***

### **Objective 1: Compare old and new philosophies in project management**

- Define quality for today's projects
- Identify a prevention mentality rather than a reactive one
- Set up guidelines for executing continuous quality through the project
- Discuss symptoms of quality concerns in past and future projects

### **Objective 2: Predict characteristics to the cost of quality in projects**

- Choose techniques for involving co-workers
- Evaluate Deming's seven deadly diseases
- Identify Juran's six-step approach to quality

### **Objective 3: Define project quality management**

- Define the processes of project quality management

- Examine the process of Plan Quality Management
- Examine the process of Perform Quality Assurance
- Examine the process of Control Quality

### **Objective 4: Examine creative solutions in solving project plans**

- Evaluate the four steps to Force Field Analysis
- Discuss the benefits of Force Field Analysis
- Define contingency planning and examine the crisis correctly
- Evaluate the strength of project audits

### **Objective 5: Define recovery plan**

- Examine the range of project recovery
- Discuss the nine C's of quality

# Project Quality Management - 2 Day

***PDU***s - 13  
***CEU***s - 1.3

## **PMI's Talent Triangle Breakdown**

Technical - 12.75  
Leadership - 0.25

## **PMI's Certification Breakdown**

PMP - 13.00  
PMI-ACP - 0.25  
PMI-SP - 0.25  
PMI-RMP - 0.25  
PfMP - 0.25  
PMI-PBA - 0.25

***Course Description:*** In this two-day course, participants will focus on additional planning of the project while examining issues such as how to keep continuous improvement, symptoms of quality concerns, and how to maintain quality throughout the project. In addition, participants will study techniques and theories taught by Drs. Deming and Juran as foundations for implementing new quality plans. Specifically, this course will focus on conducting risk analysis, problem solving, handling conflict, and maintaining quality throughout the entire project. This course will follow one or more of Project Management Institute's knowledge areas of the *PMBOK® Guide*.

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

## ***Course Objectives:***

### **Objective 1: Compare old and new philosophies in project management**

- Define quality for today's projects
- Identify a prevention mentality rather than a reactive one
- Evaluate data that must be analyzed
- Set up guidelines for executing continuous quality through the project
- Examine continuous process improvement for project processes
- List rules for continuous improvement
- Analyze where continuous improvement can help
- Discuss symptoms of quality concerns in past and future projects

- Design a continuous improvement for the project team's concern
- Judge ways to reduce resistance from organizational culture
- Compare roadblocks to continuous improvement and quality initiative

### **Objective 2: Predict characteristics to the cost of quality in projects**

- Choose techniques for involving co-workers
- Evaluate Deming's seven deadly diseases
- Identify Juran's six-step approach to quality

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## **Objective 3: List steps for creating a quality action plan in projects**

- Discuss implementation of the quality action plan
- Examine ways of monitoring the quality action plan
- Identify the strengths and weaknesses of Gantt charting
- Discuss the strengths and weaknesses of CPM charting

## **Objective 4: Define project quality management**

- Define the processes of project quality management
- Examine the process of Plan Quality Management
- Examine the process of Perform Quality Assurance
- Examine the process of Control Quality

## ***Problem Solving Module***

## **Objective 5: Classify who should be on the problem solving team**

- Evaluate why participation helps solve the problem faster
- Discuss benefits of problem solving analysis in projects
- Review what influences the problem solving experience in projects
- Define the problem solving processes for successful projects
- Assess the resources needed to fulfill the problem-solving plan

## **Objective 6: Examine creative solutions in solving project plans**

- Compare what to do if you inherit a goofy solution
- Perform a SWOT Analysis
- Evaluate the four steps to Force Field Analysis
- Discuss the benefits of Force Field Analysis
- Define contingency planning and examine the crisis correctly

## **Objective 7: Evaluate how to implement the solution**

- Discuss seven keys to problem solving implementation
- Identify the seven reasons for implementation failure