

Course PM150: The Elements of Quality in Projects

Course Length: 2 days

Quality is achieved through planning, directing and implementing the actions that are consistent with the concept of doing the right thing right the first time. Dedicated effort is required in order to set standards for the work, understand requirements and reflect them in all documentation and project activity. The course focuses on the identification and application of quality management tools and techniques to monitor, evaluate, and assess project work and deliverables. Attendees learn the essential elements needed to develop and manage the project's Quality Plan.

Intended Audience

- Project and Program Managers who need to apply current practices in project quality management
- Project Managers and Leaders who are new to the project management process and are undertaking project management responsibilities for the first time.

Outline

- The objectives of quality
- Principles of Quality Leadership and the trends which affect quality on our projects today.
- Quality Management Frameworks: Deming, Crosby and others on which the approach to modern day quality is based.
- The importance of the customer in achieving quality.
- Practical tool and techniques for establishing and maintaining a culture of quality in your projects.
- Quality Control and Audits.
- Quality Self Assessment: Testing your own knowledge level

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