

Faculty of Information Technology

FIT2002 IT PROJECT MANAGEMENT

TUTORIAL 8

TOPIC 8: Project Quality & Procurement Management

TOPIC: Project Quality & Procurement Management

Learning outcomes:

- Discuss quality management planning and the contents of a quality management plan
- Identify unique quality attributes for IT projects
- Know how to build a quality management plan
- Describe Project Procurement Management
- Describe the various project procurement documents, such as the request for proposal (RFP) and request for quote (RFQ)

Time Frame 110 Mins	Topic	Activity	Outcomes/ tasks/ resources										
30 mins	Review of the pre-class activity	Activity 1: Review the pre-class material Group discussions & Tutor-led: 1. What types of test are performed on IT projects? 2. Explain the difference between outsourcing and insourcing. 3. Discuss the difference between an RFQ and RFP? 4. Discuss the importance of developing a SOW <u>Homework:</u> 1. What is the purpose of project quality management? 2. What is a maturity model? 3. What are the main processes in project quality management? 4. What is procurement?	<i>Describe and know these terms:</i> Capability Maturity Model Integration (CMMI) Cost of quality Quality assurance Quality control Statistical sampling User acceptance testing RFP & RFQ SOW SLA - Service Level Agreement (not mentioned in video but research on this)										
20 min	Project Quality Management	Activity 2: Quality Control Create a Pareto chart based on the information in the following table. First, create a spreadsheet in Excel using the data in the table. List the most frequent customer problems first. <table border="1"><thead><tr><th>Customer Complaints</th><th>Frequency/ Week</th></tr></thead><tbody><tr><td>Customer is on hold too long</td><td>90</td></tr><tr><td>Customer gets transferred to wrong area or cut off</td><td>20</td></tr><tr><td>Service rep cannot answer customer’s questions</td><td>120</td></tr><tr><td>Service rep does not follow through as promised</td><td>40</td></tr></tbody></table>	Customer Complaints	Frequency/ Week	Customer is on hold too long	90	Customer gets transferred to wrong area or cut off	20	Service rep cannot answer customer’s questions	120	Service rep does not follow through as promised	40	Pareto analysis – identify and prioritise problem areas (Pareto analysis — Identifying the vital few contributors that account for most quality problems in a system)
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20 mins	Project Quality/ Procurement Management	Activity 3: Develop a list of quality standards. Assume that your organization wants to hire new instructors for your project management course. Develop a list of quality standards that you could use in making this hiring decision. Suppose that some current instructors do not meet these standards. Provide suggestions for how you would handle this situation.	Outcomes: Quality plan outline For more information about developing quality management plan, please visit this website: https://www.projectmanagementdocs.com/template/project-planning/quality-management-plan/#axzz6a3ATpxIB										



20 mins	Project Procurement Management	<p>Activity 4: Procurement: “Make-or-buy” decision</p> <p>Suppose that your company is trying to decide whether it should buy special equipment to prepare high-quality publications itself or lease the equipment from another company. Suppose that leasing the equipment costs \$240 per day. If you decide to purchase the equipment, the initial investment is \$6,800, and operations will cost \$70 per day. After how many days will the lease cost be the same as the purchase cost for the equipment? Assume that your company would only use this equipment for 30 days. Should your company buy the equipment or lease it?</p>	Using a mathematical model to aid in procurement decision.
20 mins		<p>Activity 5: Project Team meeting</p> <p>Retrospective/Review: How did you perform in Assignment 1? What went well? What needs improvement? What will you do differently in Assignment 2.</p> <p>Assignment 2 discussion: Clarify requirements with your tutor.</p>	