Project Management Supplemental Deck #11

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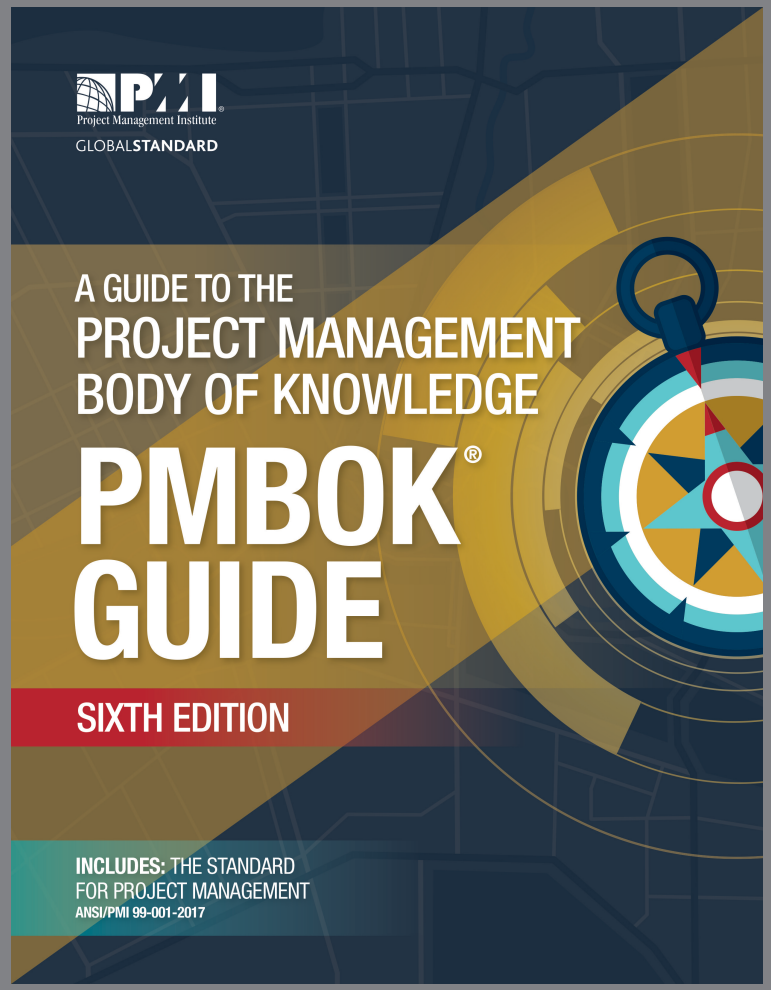
Project Management

This is accepted in the Project Management Field as the main guide which is used to training and certify Project management Professionals

All Supplemental Slide decks will be relating to this and the information from them will be included on any possible tests/assignments etc…



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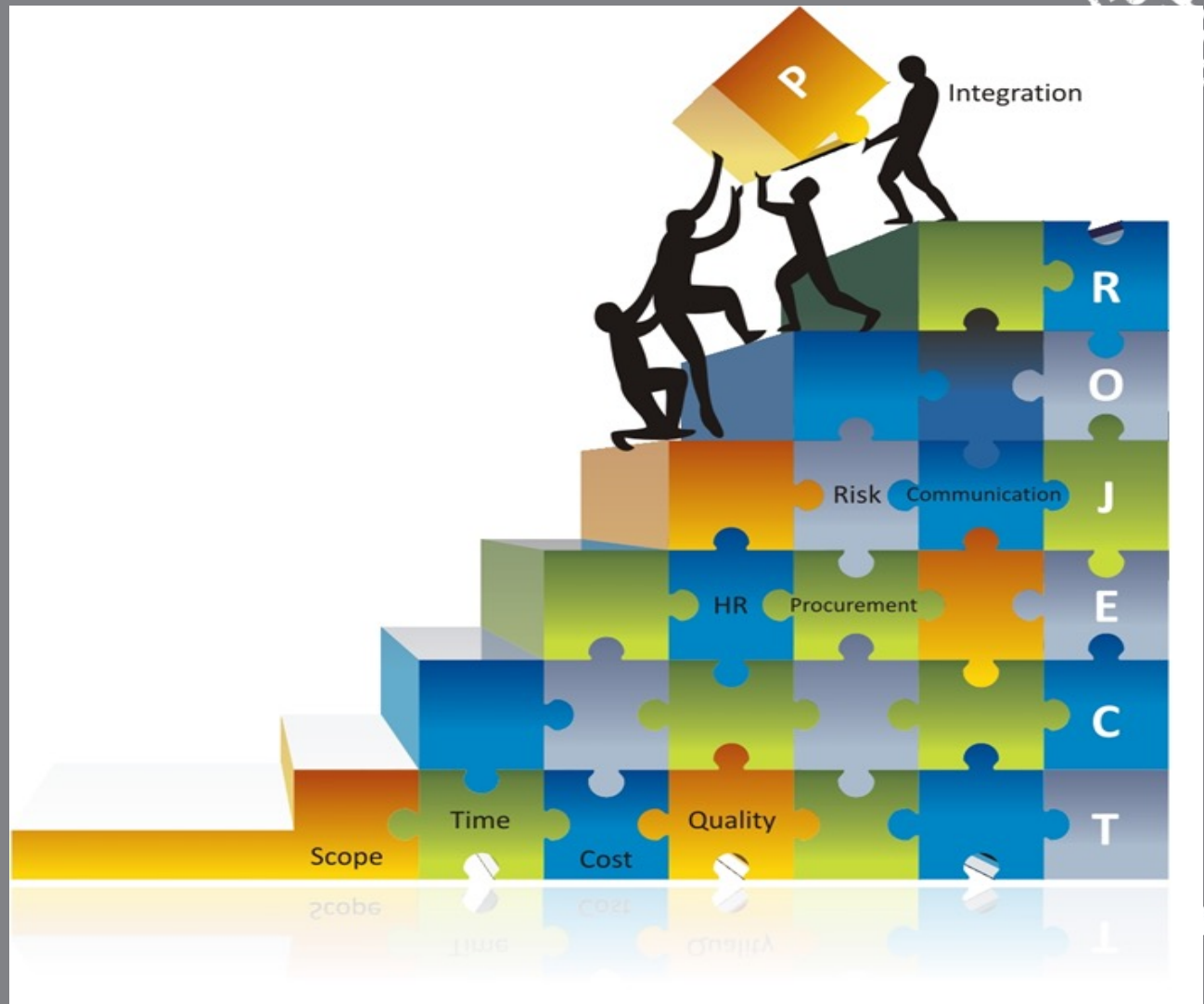
Chapter 8

Project Quality Management



Project Quality Management

Project Quality Management is the 5th knowledge area within the Project Management Body of Knowledge (PMBOK). It contains the knowledge and processes required to ensure the highest quality products and deliverables are produced by the project. Although the highest quality should always be a goal, the highest grade is not necessarily so.

- ***Quality:*** The degree to which a set of inherent characteristics fulfill requirements.
- ***Grade:*** The performance specification to which a product is produced.

For example, a particular child's toy might be high grade (many features, etc.), but if the parts break easily the quality could be unacceptable.

There are three processes within this knowledge area:

1. **Plan Quality Management.** The selection of the quality standards and production of the Quality Management Plan.
2. **Manage Quality** Auditing the processes being used to achieve the quality standards.
3. **Control Quality.** Measuring the quality of the deliverables.

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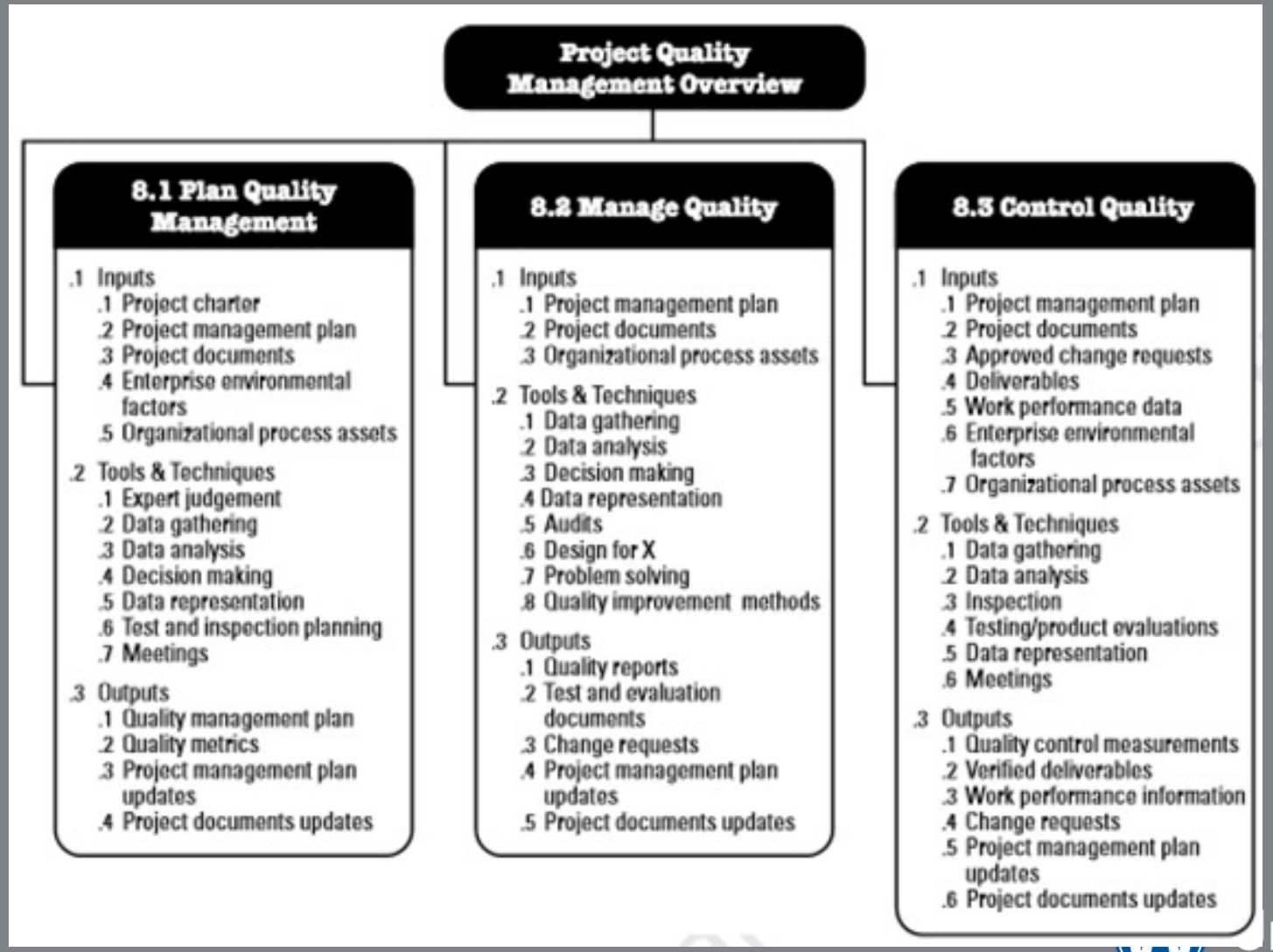
Project Quality Management



Plan Quality Management

- The quality management plan is a component of the project management plan that describes how the applicable policies, procedures, and guidelines will be implemented to achieve the quality objectives. It describes the activities and resources necessary for the project management team to achieve the quality objectives set for the project.
- The quality management plan may be formal or informal, detailed, or broadly framed. The style and detail of the quality management plan are determined by the requirements of the project.

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Plan Quality Management

- This process involves the determination of the quality standards that govern the project deliverables and/or product and how the project will achieve compliance to those standards. Many projects have standards that are given to them directly, such as design standards for buildings. However, many other standards often exist which are not explicitly stated but expected to be complied with. The project manager could purchase the applicable standards from organizations such as ASTM, IEEE, or ANSI to ensure a complete set.
- The main output of this process is a quality management plan which dictates the quality standards and outlines how those standards will be met as well as the quality assurance and quality control activities.

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Plan Quality Management

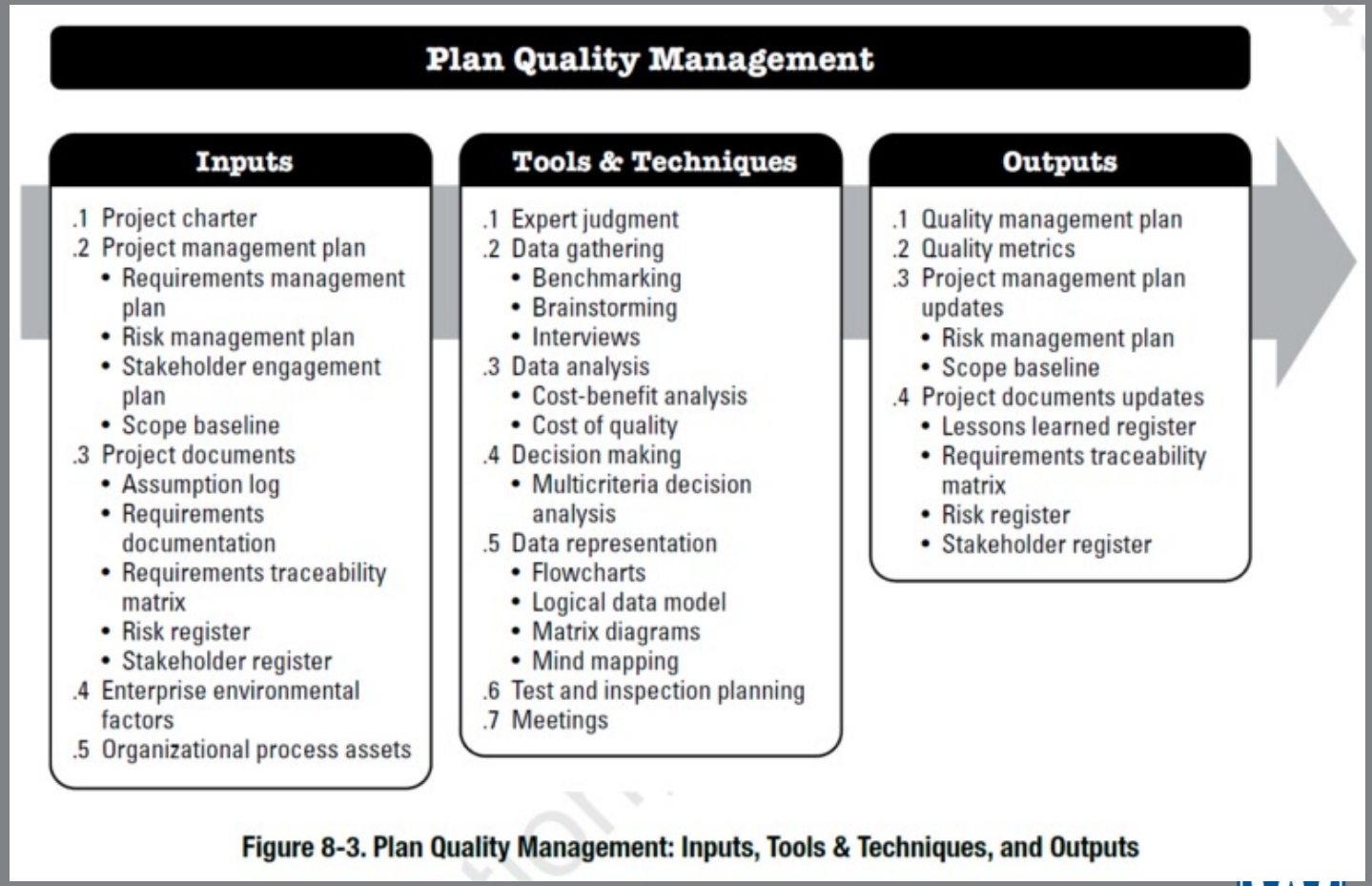

Figure 8-3. Plan Quality Management: Inputs, Tools & Techniques, and Outputs

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Manage Quality

- Manage Quality is the process of auditing the quality requirements and the results from quality control measurements to ensure that appropriate quality standards and operational definitions are used. The quality audits test and/or confirm that the system is functioning correctly. Quality assurance should always be based on a foundation of continuous improvement.

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Manage Quality

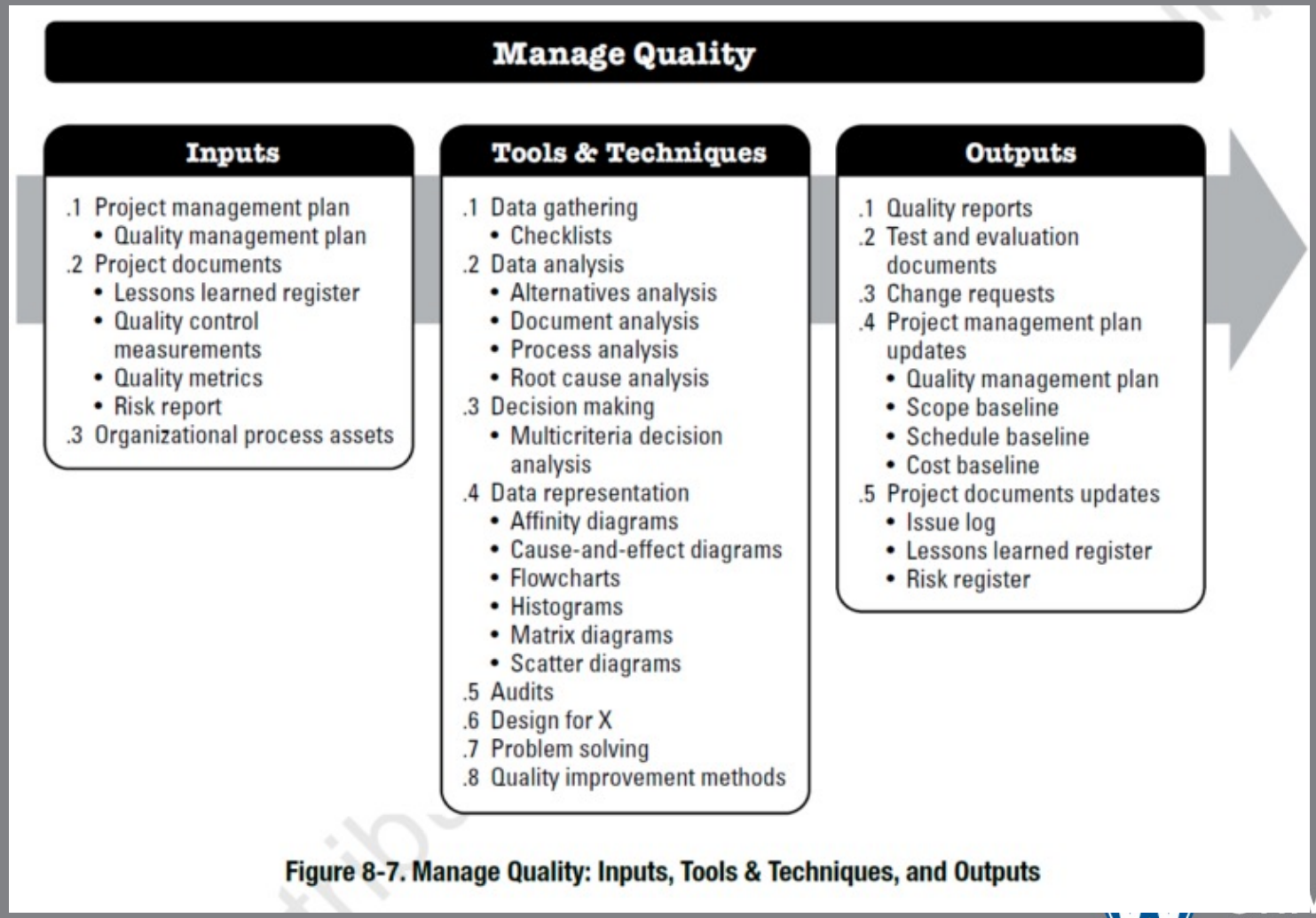

Figure 8-7. Manage Quality: Inputs, Tools & Techniques, and Outputs

Control Quality

- Quality Control is the process of monitoring and recording results of executing the quality activities to assess performance and recommend necessary changes. In short, it is the measurement of defects.

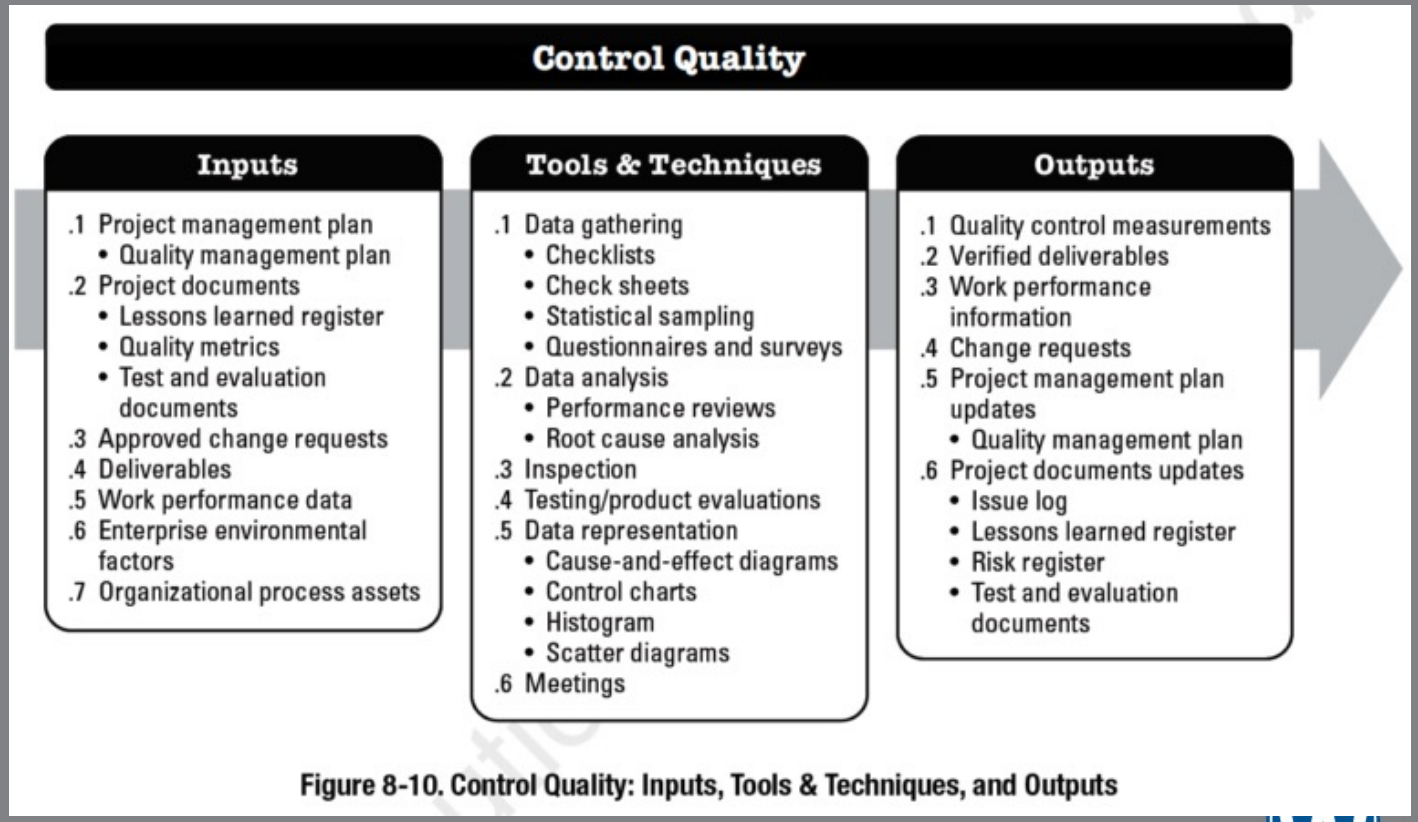

Figure 8-10. Control Quality: Inputs, Tools & Techniques, and Outputs

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