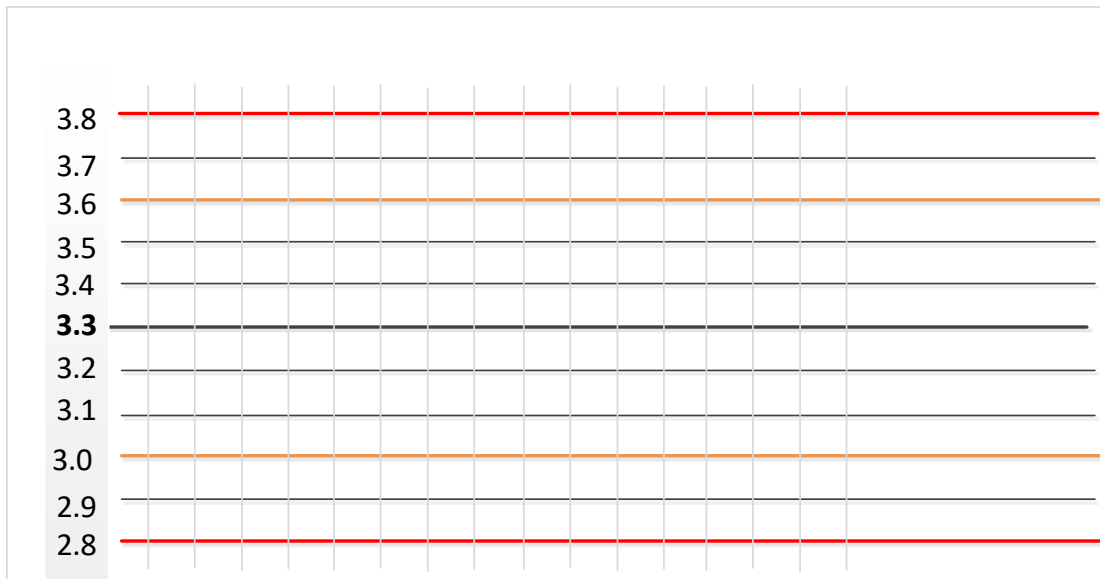# COMP313 – Project Management

Exercise 7 (Project Quality Management)

1. Quality is commonly defined based on two conditions. Describe the two conditions.

2. Give an inherent characteristic or function and a relevant quality for each of the following products.
   a. Sport car
   b. Commercial flight
   c. Safe
   d. Slot game (from both the Casino's perspective and player's perspective)
   e. Smart phone
   f. e-Payment app

3. Differentiate Quality assurance and Quality control by giving any 3 features.

4. You are the project manager involves in a project for printing a thousand drinks. One of the quality attributes is sweetness. Assume that you have the equipment to check and record the degree of sweetness (in terms of gram per 330ml drink) of all the drinks produced. Based on the table (a snap shot of the entire record) below, draw a quality control chart and point the situations (point or set of points) deemed to be out of control. Explain what you should do to follow up these situations. Given the following metrics:

- Upper specification limit = 3.8;
- Upper control limit = 3.6
- Mean = 3.3
- Lower control limit = 3.0
- Lower specification limit = 2.8

drink	sweetness	drink	sweetness	drink	sweetness
1	3.1	6	3.5	11	3.4
2	3.2	7	3.55	12	3.7
3	3.4	8	3.4	13	3.85
4	3.5	9	3.35		
5	3.4	10	3.2		

(see PPTs)

5. Your company has developed a web site and launched it for a few months. So far, you have collected comments and complaints from users. The problems are summarized in the following table:

#	problem	#	problem
12	Spelling errors	25	Broken links
8	Broken images	10	Fonts too small
9	No warning messages	3	Missing titles
5	Script errors	3	Browser compatibility
2	Too colorful	5	Navigation instructions not clear

Draw a Pareto Chart based on the figures above to identify the problems that requires immediate attention for minimizing the number of complaints as much as possible.

(see PPTs)