Lecture 8 - Quality Management

<u>SWEN90016-Semester 2 2021 - Lecture 8 Quality management - v2.pdf</u> (https://canvas.lms.unimelb.edu.au/courses/106841/files/9208702?wrap=1)

<u>SWEN90016-Semester 2 2021 - Lecture 8 Case study.pdf</u>
(https://canvas.lms.unimelb.edu.au/courses/106841/files/9109390?wrap=1)

Quality Management

- 1. Understand the fundamentals of quality management
- 2. Understand the quality management process
- 3. Understand the following quality management activities:

PLEASE NOTE: these are not sequential, they are different activities

- -Quality Assurance
- -Quality Planning

Quality Control and Monitoring