In chapter 8 we cover Quality management. I have outlined some of the key topics you should cover in your studies. This list is by no means comprehensive for the quiz or the final exam, but a good starting point.

Many of these topics were covered in the lecture, but others were not. The exam will include topics from both the lecture and the reading.

Chapter 8

* The 3 project management process within the Project Quality Management process group, their inputs, tools, and outputs.
* Definition of quality
* Quality vs. grade
* Difference between planned in and inspected in
* Cost of quality
* Cost of poor quality
* Cost of good quality
* Precision vs. accuracy
* Gold plating
* Definition of Quality Management
* Output of Plan Quality Management process
* Cause and effect diagrams
* Flowcharts
* Checksheets
* Pareto diagrams
* Histograms
* Control charts
* Scatter diagrams
* Benchmarking
* Design of Experiments
* Statistical Sampling
* Quality checklists
* Control Quality
* Verified deliverables