Project Quality Management Terms	
	Directions: Hide this side of the flashcards or fold page in half. Read the term, recite the definition, and then look at this side of the flashcards to check your answer.
Activity network diagram	These diagrams, such as the project network diagram, show the flow of the project work.
Affinity diagram	This diagram breaks down ideas, solutions, causes, and project components and groups them together with other similar ideas and components.
Benchmarking	Comparing any two similar entities to measure their performance.
Cause-and-effect diagrams	Diagrams that show the relationship between variables within a process and how those relationships may contribute to inadequate quality. The diagrams can help organize both the process and team opinions, as well as generate discussion on finding a solution to ensure quality.
Checklist	A simple approach to ensure that work is completed according to the quality policy.
Control chart	A quality control chart that maps the performance of project work over time.
Control quality	An inspection-driven process that measures work results to confirm that the project is meeting the relevant quality standards.
Cost of conformance	This is the cost associated with the monies spent to attain the expected level of quality. It is also known as the cost of quality.
Cost of nonconformance to quality	The cost associated with not satisfying quality expectations. This is also known as the cost of poor quality.
Cost-benefit analysis	A process to study the trade-offs between costs and the benefits realized from those costs.

Design of experiments	An approach that relies on statistical scenarios to determine what variables within a project will result in the best outcome.
External QA	Assurance provided to the external customers of the project.
Flowchart	A diagram illustrating how components within a system are related. Flowcharts show the relation between components, as well as help the project team determine where quality issues may be present and, once done, plan accordingly.
Internal QA	Assurance provided to management and the project team.
ISO	The abbreviation for the International Organization for Standardization. ISO is Greek for "equal," while "International Organization for Standardization" in a different language would be abbreviated differently. The organization elected to use "ISO" for all languages.
Matrix diagram	A data analysis table that shows the strength between variables and relationships in the matrix.
Pareto diagram	A histogram that illustrates and ranks categories of failure within a project.
Quality	According to ASQ, the degree to which a set of inherent characteristics fulfills requirements.
Quality assurance	A management process that defines the quality system or quality policy that a project must adhere to. QA aims to plan quality into the project rather than to inspect quality into a deliverable.
Quality management plan	This plan defines how the project team will implement and fulfill the quality policy of the performing organization.
Quality metrics	The operational definitions that specify the measurements within a project and the expected targets for quality and performance.

Quality planning	The process of first determining which quality standards are relevant to your project and then finding out the best methods of adhering to those quality standards.
Rule of Seven	A component of a control chart that illustrates the results of seven measurements on one side of the mean, which is considered “out of control” in the project.
Run chart	A quality control tool that shows the results of inspection in the order in which they’ve occurred. The goal of a run chart is first to demonstrate the results of a process over time and then to use trend analysis to predict when certain trends may reemerge.
Scatter diagram	A quality control tool that tracks the relationship between two variables over time. The two variables are considered related the closer they track against a diagonal line.
Seven basic quality tools	These seven tools are used in quality planning and in quality control: cause-and-effect diagrams, flowcharts, check sheets, Pareto diagrams, histograms, control charts, and scatter diagrams.
Statistical sampling	A process of choosing a percentage of results at random. For example, a project creating a medical device may have 20 percent of all units randomly selected to check for quality.
System or process flowcharts	Flowcharts that illustrate the flow of a process through a system, such as a project change request through the change control system, or work authorization through a quality control process.
Tree diagram	Tree diagrams show the hierarchies and decomposition of a solution, an organization, or a project team. The WBS and an org chart are examples of tree diagrams.
Trend analysis	The science of using past results to predict future performance.

Work performance information	The results of the project work as needed. This includes technical performance measures, project status, information on what the project has created to date, corrective actions, and performance reports.