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**The Main Processes in Project Quality Management**

According to the International Organization for Standardization (ISO), the Project Quality Management is “the totality of characteristics of an entity that bear on its ability to satisfy stated or implied needs.” (ISO8042:1994). The purpose of the project quality management is to ensure that the project result will meet the project needs. Project Quality Management contains three main processes: planning quality management, managing quality, and controlling quality.

The first and the most crucial part of Project Quality Management is planning quality management. This process is essential as it lays the foundation for ensuring the project meets the required quality standards. It involves identifying the quality requirements and standards for the project and determining how to achieve them. During the planning phase, project managers and stakeholders work together to define quality metrics, including functionality, features, system outputs, performance, and reliability. These metrics will guide the team in delivering outputs that meet or exceed the stakeholders' expectations. For example, if a project involves developing software, planning quality management would define the performance benchmarks, the expected functionality of the software, and the system's ability to handle load, as well as its reliability and ease of maintenance over time.

Planning quality management also includes the identification of any regulatory or industry standards that the project must adhere to. These standards may vary depending on the project type, but they are essential to ensuring the final deliverables are compliant and fit for purpose. In addition to setting the project-specific quality standards, this process also outlines the roles and responsibilities of team members in maintaining quality throughout the project. It defines the methods, tools, and techniques that will be used to monitor quality, ensuring that everyone involved in the project understands the expectations and procedures for meeting them.

One of the key benefits of planning quality management is that it helps mitigate risks that might affect the project’s quality. By setting clear quality standards from the beginning, the team can identify potential risks early on and put preventive measures in place. This proactive approach to quality management is more efficient and cost-effective than waiting until the end of the project to identify and correct problems. It also reduces the likelihood of costly rework, defects, or delays, helping ensure that the project remains on schedule and within budget.

In conclusion, the planning quality management process is the cornerstone of project quality management. It involves defining quality standards, setting expectations, and developing the processes needed to meet these requirements. By laying a strong foundation for quality early in the project, organizations can ensure that their projects are completed successfully, satisfy customer needs, and comply with relevant standards. It provides the structure needed to deliver high-quality outputs consistently and supports continuous improvement throughout the project’s life cycle.

# References

*ISO 8042:1994. Quality management – Vocabulary. International Organization for Standardization*. 1994.

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