

PRM – TUT 8

Part 5: Project Quality Management

The Recreation and Wellness Intranet Project team is working hard to ensure that the new system they develop meets expectations. The team has a detailed scope statement, but the project manager, Tony Prince, wants to make sure they're not forgetting requirements that might affect how people view the quality of the project. He knows that the project's sponsor and other senior managers are most concerned with getting people to use the system, improve their health, and reduce healthcare costs. Users want the system to be user-friendly, informative, fun to use, and fast.

Tasks

1. Develop a list of quality standards or requirements related to meeting the stakeholder expectations described in the Running Case. Also provide a brief description of each requirement. For example, a requirement might be that 90 percent of employees have logged into the system within two weeks after the system rolls out.
 - 90 percent of employees have logged into the system within two weeks after the system rolls out.
 - 90 percent of employees have completed training on the system within four weeks after the system rolls out.
 - The system has helped identify how 25% of employees can improve their health.
 - 25% of employees have entered goals for improving their health into the system and are taking actions to improve their health by signing up for programs, courses, etc.
 - Benchmarks have been established for determining how user-friendly and fast the system should be
2. Based on the list created for Task 1, determine how you will measure progress on meeting the requirements. For example, you might have employees log into the system as part of the training program and track who attends the training. You could also build a feature into the system to track usage by user name, department, and other criteria.

To measure if 90 percent of employees have logged into the system within two weeks after the system rolls out is pretty straight-forward. Since the IT department will need to establish the log-ins, the system should have the names of all employees and the total count. A report could generate the total number of people who have logged in and identify who has not for follow-up action.

3. After analyzing survey information, you decide to create a Pareto chart to see which types of recreational programs and company-sponsored classes generated the most interest. First, create a spreadsheet in Excel using the data in the following table. List the most frequently requested programs or classes first. Use the template on the text's companion Web site and check your entries so the resulting chart looks similar to the one in the text.

Requested Programs/Classes	# of Times Requested
Walking program	7,115
Volleyball program	2,054
Weight reduction class	8,875
Stop smoking class	4,889
Stress reduction class	1,894
Soccer program	3,297
Table tennis program	120
Softball program	976

Requested Programs/Classes	# of Times Requested	% of Total	Cum %
Weight reduction class	8,875	30.4%	30.4%
Walking program	7,115	24.3%	54.7%
Stop smoking class	4,889	16.7%	71.5%
Soccer program	3,297	11.3%	82.7%
Volleyball program	2,054	7.0%	89.8%
Stress reduction class	1,894	6.5%	96.2%
Softball program	976	3.3%	99.6%
Table tennis program	120	0.4%	100.0%
Total requests	29,220		

