



ASSIGNMENT 1

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Answer 1: The role of the Project Manager in Quality Management

The project manager has overall responsibility for the quality management process. Although some project teams may have a quality assurance professional or a quality manager, the project oversees all standards to which activities are conducted in a project and its results. Siles (2021) related to this by saying that the project manager is responsible for developing the quality management process and for ensuring that all the goods and services are delivered as they were designed and planned. They control and plan, systemic activities, such as audits and checklists, to ensure that processes are in fact working towards making the project deliverables meet quality requirements (Ray, 2018).

Moreover, Nicholas and Steyn (2012) and the project manager is expected to coordinate communication among team members, coordinate the flow of activities, ensure that deadlines are met, ensure that existing risks are minimized, and the activities are well documented in order to maximize the quality of the project. The quality of the project is determined by its outcomes, this is because it does matter whether milestones were met or the budget was pared if the deliverable did not meet the quality standards, say Ray (2018).

Answer 2: Quality Management systems that are available to a Project Manager

Organizational framework

This consists of the organization's policies, procedures, and resources to implement the quality management plan. These are regulations that align with an organization's purpose, mission, and strategic direction with a project's deliverables.

ISO 9001

ISO stands for International Organization for Standardization. It is an international body that works autonomously for setting and promoting industrial & commercial standards. According to ISO (2021), ISO 9001 sets out the criteria for a quality management system. It can be used by any organization regardless of its size and field of activity.

Six Sigma

Investopedia (2022) describes Six Sigma as a statistical- and data-driven process that works by reviewing limits to reduce mistakes or defects. It emphasizes cycle-time improvements while reducing manufacturing defects to no more than 3.4 occurrences per million units or events.

Reference

- Nicholas, J. M., & Steyn, H. (2012). Project Quality Management. *Project Management for Engineering, Business, and Technology*, 320–350. <https://doi.org/10.1016/b978-0-08-096704-2.50020-x>
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