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Reflection on Week 10 (Quality Assurance)

This chapter has discussed various key aspects to consider while ensuring that the project meets the needs of the clients. These aspects include planning quality, undertaking quality assurance, and performing quality control. The planning process entails the identifications of key standards that reflect customer satisfaction and assigning a metric to measure the established standard. This is followed by periodic evaluation of the entire project to ensure that its performance conforms to the identified quality standards. Quality control will entail monitoring to make sure that the specific output obtained at each phase of the project is aligned to the required standard. In this processes, quality must be planned such that the project team anticipates for situations and designs proper actions to ensure that the desired outcomes are realized. The execution of the proper actions provides lessons learned by identifying the weaknesses that limited the achievement of the results or the strengths that led to exceptional outcomes.

When the desired results are not achieved the project team undertakes quality control using tools such as cause-and-effect diagrams, 5 Whys, and Why-Why diagrams to identify symptoms or causes of failed performance. The symptoms are recorded in the quality control chart in order to formulate and implement effective prevention mechanisms.