

Lesson 02 Overview



Quality Planning and Management

Lesson Overview

Students will start with an overview of the role and types of quality management in projects, and study the development of measures to monitor quality and the process of creating a Quality Management Plan. Students will learn the difference between quality assurance and quality control, and the role of the QA Audit/Review.

Learning Objectives

Students will learn:

- where quality management occurs in projects, and the difference between project and product quality control for projects.
- what a QA Audit/Review is for and how it works
- the difference between quality assurance and quality control
- how to measure quality in a project
- how to develop a Quality Management Plan

Workflow

1. Read PMBOK Chapter 8, p. 242-255
2. Read Wysocki, Chapter 3, p. 71-72
3. Review Quality Management PPT
4. Review Quality Plan template
5. Read the Blue Spider case
6. Complete Quality Management Assignment
7. Participate in discussion forum