Week 6   Quality Management & Human Resource Management

Guiding Questions

1. Can you explain the difference between quality assurance and quality control?
2. What impacts the cost of quality?
3. What are the differences between responsibility, accountability, and authority?
4. What are team development and conflict resolution?
5. Why is the ability to influence others crucial for project success?

Introduction

Quality is extremely important and it is one of the primary requirements for your projects. The same can be said for human resource management – you will need the right people in the right place at the right time in order to be successful.

This week you will explore terminology, processes, and concepts that are central to quality management and HR management.

How to Proceed

1. Review the key definitions.

2. Watch the videos and answer the questions.

3. Examine the charts.

Performance Indicators

Quality Management:

1. Describe *project quality management*.
2. Define *cost benefit analysis*, *cost of quality*, and *cause and effect diagram*.
3. Identify the key benefits of performing quality assurance and controlling quality.
4. Define *quality audit* and *inspection*.

Human Resource (HR) Management:

1. Define *project human resource management*.
2. Identify the key benefit of planning HR management.
3. Define *responsibility*, *accountability*, *authority,* and *influencing*.
4. Create a responsibility assignment matrix (RAM).
5. Explain the key benefits of developing the project team and managing the project team.
6. Describe the five phases of team development.
7. Explain the five general techniques for resolving conflict.

Resources

1. Key Definitions and Reading List

2. Video 13: Project Quality

3. Video 14: Managing Your Project Team

4. Roles and Responsibilities Charts

Assessments

There is nothing due for marks this week.