

Project Quality Management

Course Length – 2 Days

PDU's - 13

Course Description: In this two-day course, participants focus on additional planning of the project while examining issues such as how to keep continuous improvement, symptoms of quality concerns, and how to maintain quality throughout the project. In addition, study techniques and theories taught by Drs. Deming and Juran as foundations for implementing new quality plans. Specifically, this course will focus on conducting risk analysis, problem solving, handling conflict, and maintaining quality throughout the entire project. This course will follow the Project Management Institute's nine knowledge areas of *PMBOK® Guide*.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Compare old and new philosophies in project management
- Define quality for today's projects
- Identify a prevention mentality rather than a reactive one
- Evaluate data that must be analyzed
- Set guidelines for executing continuous quality through the project
- Examine continuous process improvement for project processes
- Break down rules for continuous improvement
- Analyze where continuous improvement can help
- Discuss symptoms of quality concerns in past and future projects
- Design a continuous improvement for the project team's concern
- Judge ways to reduce resistance from organizational culture
- Compare roadblocks to continuous improvement and quality initiative
- Predict characteristics to the cost of quality in projects
- Choose techniques for involving co-workers
- Evaluate Deming's seven deadly diseases
- Blend Juran's six-step approach to quality
- Record steps for creating a quality action plan in projects
- Explore implementation of the quality action plan
- Examine ways of monitoring the quality action plan
- Identify the strengths and weaknesses of Gantt charting
- Discuss the strengths and weaknesses of CPM charting
- Define project quality management
- Define the three major processes of project quality management
- Detail the process of quality planning
- Detail the process of quality assurance
- Detail the process of quality control

Problem Solving Module

- Classify who should be on the problem solving team
- Evaluate why participation helps solve the problem faster
- Discuss benefits of problem solving analysis in projects
- Review what influences the problem solving experience in projects
- Define the problem solving processes for successful projects
- Assess the resources needed to fulfill the problem-solving plan
- Examine creative solutions in solving project plans
- Compare what to do if you inherit a goofy solution
- Conduct a SWOT Analysis
- Evaluate the four steps to Force Field Analysis
- Discuss the benefits of Force Field Analysis
- Define contingency planning and examine the crisis correctly
- Evaluate how to implement the solution
- Discuss seven keys to problem solving implementation
- Identify the seven reasons for implementation failure