

PME5

Project Quality Management

2 Days

Project managers are required to define quality standards and plan quality assurance and control activities to ensure the successful achievement of project outcomes and client satisfaction. Learn how to integrate quality management and project management principles and practices at the outset of the project through the development of an integrated quality management plan. Learn to develop and apply proven project quality assurance and control tools and techniques throughout the project. A mix of case studies, exercises, and group discussions contribute to a comprehensive learning experience.

WHO SHOULD ATTEND

- New project managers
- Prospective project managers, project coordinators or project team members
- Those looking to pursue a career in project management

This course is eligible for 14 Project Management Institute Professional Development Units.

KEY TOPICS COVERED

- Integrated project quality management
- Define project quality requirements, norms and metrics
- Quality Assurance (QA) vs. Quality Control (QC) vs. Quality Improvement
- Developing a quality management plan
- Use of quality management tools
- Continuous improvement

PREREQUISITES

- PME1: Introduction to Managing Projects

COURSE OUTLINE

Introduction

- Course Logistics and Expectations
- Evaluation and Certificate Details

Module 1: Quality Management Fundamentals

- Defining Quality in Projects
- Distinguishing Quality from Grade
- Quality Objectives and Standards
- Pressures on Quality in Project Management
- Benefits of Quality Management

Module 2: Quality Management Processes

- Overview of Quality Management in Projects
- The Role of ISO 9000 Standards in Quality Management
- Developing and Implementing a Quality Policy
- Traditional vs. Modern Quality Management Approaches
- Levels of Quality Management: From Detection to Culture

Module 3: Quality Requirements

- Understanding Different Types of Requirements (Business, Stakeholder, Solution, Functional, Nonfunctional, Transition)
- Categorizing Requirements: Business, Stakeholder, Functional, Nonfunctional, and Transition Requirements
- Establishing Quality Standards for Requirements

Module 4: Quality Assurance & Quality Control

- Differentiating Between Quality Assurance and Quality Control
- Best Practices in Quality Assurance
- Tools and Techniques for Effective Quality Control

Module 5: Tools & Techniques for Quality Management

- Introduction to Various Quality Management Tools (Inspection, Quality Diagramming Tools, Flowcharts, Check Sheets, Pareto Diagrams, Scatter Diagrams, Control Charts)
- Implementing Control Charts and Understanding Their Significance

Module 6: Continual Improvement

- Principles and Practices for Continuous Improvement in Quality Management
- Utilizing Continuous Improvement Frameworks: Deming Cycle, IDEAL, Six Sigma, Lean Project Management
- Kaizen and Its Principles for Continuous Improvement

Assessment and Evaluation

- Quiz and In-Class Assignments
- Take-Home Assignment on Quality Management Best Practices

Conclusion

- Course Wrap-Up and Evaluation

ABOUT THE PROJECT MANAGEMENT ESSENTIALS CERTIFICATE PROGRAM

The Project Management Essentials program offers practical, hands-on training in the fundamental knowledge and skills needed in today's project management field. Crafted by top industry experts and educators, this comprehensive program blends industry insights with best practices, delivering a well-rounded training experience for both experienced Project Managers and individuals aspiring to build a career in project management.

You can take any five of the seven courses in any order, either as standalone courses or to fill specific knowledge gaps. To earn the certificate, you must complete all seven courses within three years, with the first course being Introduction to Managing Projects and the final course being Project Implementation and Closure. Successful completion of the program will earn you a Project Management Essentials certificate from Algonquin College.

Courses in the Project Management Essentials program include:

- Introduction to Managing Projects (3 days)
- Resource, Communications and Stakeholder Management (3 days)
- Project Schedule and Cost (3 days)
- Project Risk Management (3 days)
- Project Quality Management (2 days)
- Procurement and Contract Management (3 days)
- Project Implementation and Closure (3 days)

HOW TO REGISTER

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