SSM 21 – SPECIFYING AND ASSURING QUALITY

Project success is assured by taking a balanced approach to quality, time and cost, resulting in satisfied customers. In this course, you develop and apply a project quality framework using the tools and techniques needed to deliver consistent project success within your organization. At the end of this course, you take away project quality tools and templates for immediate use back at your job.

WHO SHOULD ATTEND?

This course is recommended for project managers and others who want to ensure consistent quality in their projects.

COURSE CONTENTS

Session 1 – Determine current skills and expectations

Quality Management Skills
- Determine your current quality management knowledge
- Elevating personal awareness

Identify project quality expectations
- Discovering stakeholder quality requirements
- Identify overall project aims
- Consolidate project quality requirements

Session 2 – Develop a Quality Management Plan (QMP)

Review standards and best practices
- PMI PMBOK ® guide
- PRINCE 2 ™
- ISO
- CMMI

Balancing project, product and process quality constraints
- Reconciling quality requirements
- Detailing quality activities, roles and responsibilities
- Key components of an effective QMP
- Quality Assurance (QA) and Quality Control (QC)
- Supporting quality tools and techniques

Session 3 – Selecting QC Tools and Techniques

Common tools and techniques
- Cause and Effect diagram
- Checklists
- Shewhart's Control Chart
- Histogram
- Pareto Chart
- Scatter Diagram

Defining selection criteria and guidelines
- Benefits
- Reasons and Usage
- Limitations
- Examples

Session 4 – Implementing Quality Assurance

Review the Quality Assurance reports
- Perform root cause analysis
- Planning corrective actions
- Obtain constructive feedback to improve processes

Invoking corrective procedures
- Raising change requests as appropriate
- Identifying improvement opportunities
- Update organisational processes
- Ensure continuous quality improvement

Session 5 – Implementing Verification and Validation Approaches

Implement dynamic validation methods
- The test phases: Unit, Integration, System and Acceptance
- Conducting inspections
- Communicating inspection results

The next steps
- Networking through process improvement
- Planning process improvement initiatives
- Implement improvement policies