

PROJECT QUALITY MANAGEMENT



COURSE OBJECTIVE

The objective of this module is to enable you to better manage the quality aspects of the project and to understand the important influence of this knowledge are on the success of the project

[THE PARTICIPANTS WILL LEARN

- The context of project quality management;
- Plan the project quality;
- Perform quality assurance (QA);
- Perform quality control;
- Manage change.

METHODOLOGY

Macrosolutions / Ricardo Vargas use the state-of-the-art in the training process, including:

- [Explanatory classes utilizing audio-visual resources.
- [Use of films and video clips as an educational resource
- [Demonstrations and computer simulations
- [Workgroups activities focused in problem-solving
- [Scenario-based simulations using real cases to be further discussed in groups

COURSE CONTENT

[COURSE OPENING

[THE QUALITY MOVEMENT

- Quality stories
- The greatest quality innovators
- Historical lessons to be applied today
- Quality on today's competitive environment

[QUALITY MANAGEMENT FUNDAMENTALS

- What is quality?
- The benefits of a quality management program
- The cost of quality
- The role of the project manager

QUALITY PLANNING

- Quality planning activities
- “Inputs” and “Outputs”
- Stakeholder analysis and their quality expectations
- Quality standards
- Tools and techniques

QUALITY ASSURANCE (QA)

- The role of QA in the management process
- What a Quality Plan must contain
- The role of QA on the project’s life cycle
- Tools and techniques

QUALITY CONTROL

- Collecting measurement data
- Determining the process
- Controlling the process variables
- Quality Control Reports
- Tools and techniques

CHANGE MANAGEMENT

- The change control process
- Configuration Management

IMPROVEMENT PROCESSES

- Analysing collected measures
- Evaluation and metrics
- Variance
- Strategies for continuous improvements

COMMITMENT TO QUALITY

- Leading quality initiatives
- Quality Management in the new millenium
- Nurturing a corporation towards quality

COURSE CLOSE-OUT

FURTHER INFORMATION

For further information about this course, please contact:

[Phone: +55 31 3024-3003

[Fax: +55 31 3024-3005

[e-mail: info@ricardo-vargas.com