# PROJECT QUALITY MANAGEMENT

## PM09.00

*Quality is ultimately defined by the customer and represents how close the project and deliverables come to meeting the customer's requirements and expectations.*

An effective quality management process results in "better" project deliverables, more efficient project work processes and increased client satisfaction. There is a cost associated with a quality management process as well, and it is important that the value of quality outweigh the cost. Much of the cost of quality is incurred during the project, while the benefits of quality are seen throughout the life of the deliverables. An effective quality program must be implemented at both a project level and an organization level. The focus of an organization quality program is to standardize processes and continually improve them over time.

### PREREQUISITES

- A basic understanding of project management

### LEARNING OBJECTIVES

At the end of this webinar, participants should be able to:

- Explain the definition of quality and basic quality concepts

- Build a Quality Management Plan, including quality control and quality assurance activities

- Understand the organizational characteristics needed to support an overall quality program

- Be aware of a number of different advanced quality management practices (optional)

### WHO SHOULD ATTEND

- Project managers and team members that manage, build and implement quality solutions

- Managers that monitor projects

- Clients, customers and all stakeholders that participate on projects and help set the expectations for quality

### COURSE OUTLINE

- Overview

    – Quality

    – Quality management

    – Quality and metrics

- Project quality management (quality plan, quality control, quality assurance)

- Organizational quality management

There are exercises to practice the concepts learned in the webinar.

### WEBINAR LENGTH

- Three hours (3 Total PDUs - 3 Technical / 0 Leadership / 0 Strategic)