

Managing Project and Product Quality

2-day Workshop

PROACTIVELY MANAGE QUALITY TO ENSURE CUSTOMER SATISFACTION

Quality demands vary across projects, depending on industry requirements, regulatory requirements, and the needs of a specific solution. What is needed to demonstrate capability in a new domain may be very different from what is required for adding a feature to a system in a regulated industry such as medical devices. A project manager needs to understand the quality requirements for a given product or service, as well as the needs of the project developing the result, select appropriate quality assurance and quality control techniques, and then monitor the progress, process, and solution, to ensure that the level of quality is attained.

Description:

The Project and Product Quality Management Workshop is ideal for project managers, as they attempt to meet the demands of their customers for high quality results, with minimal cost and effort. Using the techniques taught and applied in the workshop, they can build and manage an effective quality approach.

Workshop instructors leverage industry best practices, including six sigma techniques, elements of the Project Management Body of Knowledge (PMBOK®) and Capability Maturity Model® Integration for Development (CMMI-DEV) or for Acquisition (CMMI-ACQ). Participants use example process assets provided with the workshop to develop their quality management approach.

Topics:

- Context: Organization Quality Systems
- Quality Management Principles
- Elements of Project and Product Quality Management
 - Quality Planning
 - Quality Assurance
 - Quality Control
- Leveraging Six Sigma Tools
- Leveraging Reviews and Inspections
- Monitoring the Quality Plan
- Measuring Quality
 - Project Progress Measures
 - Project Process Measures
 - Solution Quality Measures

Target Audience:

Project managers, technical leaders, process group members, quality assurance personnel

Professional Development Credits:

1.4 Continuing Education Units (CEU)
14 Professional Development Units (PDU)

PMBOK Knowledge Area:

Project Quality Management

Maximum class size: 15

®PMBOK is a registered trademark of the Project Management Institute. CMMI and Capability Maturity Model are registered in the U.S. Patent and Trade Office by Carnegie Mellon University.

Workshop Description

v. April 15, 2008



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