

PQM PROJECT QUALITY MANAGEMENT

Project Quality Management and its Business Drivers

The Project as a Unique Endeavor:

Quality Definitions and Concepts

The Cost of Quality

Continuous Improvement

Coming together: Project Quality

The Components of Project Quality Management

Planning Quality Management

The Quality Management Plan

Project Quality Metrics

Project and Organizational Context

Key Tools and Techniques

Controlling Quality

Quality Metrics Tracking

Inspection and Testing

Other Data Sources

Visual Data Display

Digging Deeper

Leading and Coaching for Improvement: Lessons from Lean Manufacturing

Project Management vs. Manufacturing

The Lean concept of Waste

Lean Principles in Project Management

The Three Flows of Project Execution

Shifting Behaviors from “Plan-Do” to Plan-Do-Check-Act

Implications

Inspection and testing

Managing Quality

Executing the Quality Management Plan

Quality Assurance

Collaborative Planning