

PM 259 - Project Quality Management

Course Outline

Revised: 2020

Duration: 1 Day

PMBok Guide (6th Edition) Knowledge Area: Project Quality Management

Course Description:

This course provides skills in project quality planning, managing quality and controlling quality as defined in A Guide to the Project Management Body of Knowledge.

Course Learning Outcomes

Upon successful completion of the course, the student will be able to

- Describe quality management processes and their use in the project management
- Identify and evaluate stakeholder needs for quality
- Create processes for planning, assuring, and controlling of project quality
- Create a quality management plan
- Describe the project quality metric system
- Define the cost of quality assurance activities
- Perform quality control on the project

Course Topics

1. Plan Quality Management
 - Developing a quality management standard for the project
 - Defining the quality metrics
 - Creating processes for measuring quality
 - Defining the costs of quality
 - Creating the quality management plan
2. Manage Quality
 - Monitoring project processes
 - Ensuring project processes appropriate to meet the project objectives
 - Quality data gathering techniques
 - Quality data analysis
 - Conducting audits
 - Reporting on quality

PM 259 - Project Quality Management

Course Outline

3. Control Quality

- Conducting inspections
- Testing and deliverable evaluations
- Analyzing quality control data
- Verifying deliverables meet the project quality standards