Project Quality Assurance, Monitoring, and Auditing - 2 Day

PDUs - 13

PMI's Certification Breakdown
PMP - 13.00

PMI's Talent Triangle Breakdown
Ways of Working - 13.00

face-to-face

virtual instructor-led

Course Description: In this two-day course, participants will focus on issues such as maintaining quality through audits and evaluations for monitoring. Quality theories taught by Drs. Deming and Juran will be included as foundations for implementing new quality initiatives. In addition, several types of project audits will be explored to efficiently control the project. This course will follow one or more of the Project Management Institute's knowledge areas of the *PMBOK® Guide*.

Methods: Students will use discussion, cases, and group activities to facilitate the course.

Course Objectives:

Objective 1: Examine continuous process improvement for project processes

- Discuss five key checkpoints for quality management
- Analyze the mainline quality and monitoring processes
- Analyze the specific actions to improve quality
- Discuss quantitative measurements
- Examine the six general types of cost

Objective 2: Analyze the tools for quality control

- Evaluate Deming's 14 points for maintaining quality
- Identify Juran's 10 symptoms of quality problems
- Define the three major processes of project quality management
- Examine the process of quality assurance
- List the nine Cs of quality
- Evaluate the four steps to Force Field Analysis
- Discuss seven keys to problem-solving implementation

Objective 3: Examine the benefits of project auditing

- Analyze project performance audit
- Examine customer acceptance audit
- Discuss methods for making recommendations
- Compare recording techniques for making recommendations
- Develop project audit performance points

Objective 4: Discuss the recovery assessment process and model

- Examine recovery indicators
- Examine a project recovery plan
- Discuss recovery lessons learned

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