Assignment Cover Sheet

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Course:	Advanced Diploma Project Management Level 5
Assignment NO:	7 Project Quality Management

Marking Criteria:

We expect the learners to write minimum one well expressed point in three lines against each allocated mark. This means one needs to write 15 lines with 5 well expressed points to get high grades for a 5 marks question.

For high grades use examples and illustrations where appropriate.

1. Give short answers for the following questions.

i. Outline the processes involved in project quality management.

Project quality management ensures that the deliverables created by the project teams meet the expectations of the stakeholders. T

ii. What are the main characteristics of project quality management?

Quality is the "totality of characteristics of an entity that bear on its ability to satisfy stated or implied needs." There is an anticipated level of quality for the project deliverables of every project.

iii. What does the term 'benefits and cost analysis' mean? And how it is per formed?

A benefit/cost analysis is a process of determining the pros and cons of any process, product, or activity. Benefits should outweigh costs. The straightforward approach to project management is concerned with the costs of the quality management activities versus the benefits of quality management activities.

iv. What is benchmarking?

In quality project management, benchmarking is all about comparing the current project to another. Benchmarking is a technique of taking what the project manager has planned or experienced regarding quality and comparing it to another project to see how the various aspects measure up. The current project can be measured not just against projects within the performing organization or within the same industry but against any other project.

The goal of benchmarking is to evaluate the differences between the two projects and then to implement corrective actions to the current project. Benchmarking allows the project manager and the project team to see what is possible and then strive toward that goal. For example, Project A may have better quality performance than Project B. When the project manager compares the two projects, he/she will want to determine the differences between them. He/she will look for what is missing in Project B or what activities the personnel in Project A are doing that he is not. Benchmarking can also be

v. What is a flow chart? Discuss the 'Cause and Effect Diagram.'

These diagrams are also known as Ishikawa diagrams and fishbone diagrams. They show the relationships between the variables within a process and how those relationships may contribute to inadequate quality. This diagram can help organize both the process and team opinions, as well as generating discussion on finding a solution to ensure quality.

2. Discuss quality management plans. How will you complete quality assurance activities? How will you implement that plan as a manager?

This document describes how the quality policy is fulfilled by the project manager and the project team. One of the major outputs of quality planning is the quality management plan. In an ISO 9000 environment, the quality management plan is referred to as the "project quality system." **Quality assurance:**The overall performance is evaluated to ensure that the project meets the relevant quality standards. Quality assurance is generally considered the work of applying the quality plan. Quality assurance maps onto an organization's quality policy and is typically a managerial process.

Quality control: Work results are monitored to determine whether they meet relevant quality standards. If the results do not meet the quality standards, the project manager applies root-cause analysis to determine the cause of the poor performance and then eliminates the cause. Quality control is inspection-orientated.

Quality improvement: The project performance is measured and evaluated, and corrective actions are applied to improve the product and the project. The improvements may be large or small depending on the condition and the quality philosophy of the performing organization.