

Course: Project Quality Management**ID:** 1384-PQM01**Contact Hrs. / PDUs:** 7**Course Length:** 1 Day

Course Description: The one-day intensive course offers participants a practical approach to the often-ambiguous topic of managing project quality. Participants completing this course will learn valuable skills to define overall project quality and then ensure the defined standards are met. This course is best suited for beginning to intermediate project managers.

Course Objectives:

- Learn advanced techniques for delivering project quality
- Learn key quantitative measures for both quality and grade
- Learn the most common quality traps

Target Audience: Experienced project managers and leaders who are interested in developing advanced skills the field of quality management.

Prerequisites: None**Provided Material:**

- Course Binder
- Quality Management for Projects & Programs (*Book*)

Key Course Topics:

- Quality basics
 - What is quality
 - How can quality be obtained
 - The history of corporate quality
 - What is the real corporate benefit to quality
- Planning for quality
 - Built it or test it?
 - Identification of your customer's real expectations
 - The quality plan
 - Real world tools
- Scope changes and their impact on quality
- Effective quality management processes
- What do I really mean when I ask for a quality?
- Quality for program management
- Ensuring quality with external partners
- The change management plan
- Defining scope change
- Practical applications
 - Building in continuous process improvement
 - Making quality real in your company
- An introduction to Six Sigma



Looking Glass Development, LLC

P.O. Box 630516 Littleton, Colorado 80163-0516 303 663.5402 888 338.7447
www.lookingglassdev.com information@lookingglassdev.com