



Managing Project Quality HE546S

This intensive 3-day course provides details on what quality is, presents the quality views of Deming, Juran, and Crosby, provides details on various quality models, provides proven tools and techniques for planning and implementing quality methods in a project environment. Learn how quality impacts virtually all aspects of project management.

Managing Project Quality

Links to local schedules, pricing and registration [US/Canada](#)
[Mexico/Latin America](#)
[Brazil](#)

HP course # HE546S

Category Project Management

Duration 3 days

Special note

Thank you for considering HP Education Services for your Project Management/Business Analysis (PM/BA) training needs. We provide the following delivery options:

If you are an individual interested in attending this course, you may do so by clicking on the schedule link for Unites States/Canada. This will take you to the Management Concepts site where you can register for the class. You may also use your HP Care Pack Credits to pay for the class, in addition to standard payment options.

If your organization is interested in conducting a class at your location, or a virtual instructor led delivery for one of the listed courses, please [contact us](#) to obtain a quote based on your delivery requirements. (Note: Must have a minimum of 8 individuals for onsite deliveries)

Audience

- This course is intended for project managers interested in best practices that apply to diverse projects in multiple industries. It is especially suited for people seeking project management certification
- By successfully completing this course, the participant earns 21 educational contact hours or PDUs which may be applied to meet PMI® requirements for initial or continuing certification requirements

Prerequisites

- Formal project management training such as that available in the Project Management Fundamentals (HC577S) course plus other core project management courses

Course objectives

Learn how to:

- Define cost estimating, cost estimating terms, and cost estimating concepts
- Create and use a solid Work Breakdown Structure (WBS) and Resource Breakdown Structure (RBS) to estimate and cost work
- Create cost estimates using different estimating techniques
- Apply a formal process to create a cost estimate for any project

Benefits to you

- Improve your project processes to achieve higher quality products, services, or results
- Learn about quality concepts, philosophies and processes

Certifications/exams

- Successful completion of this course earns 14 educational contact hours or PDUs which may be applied to meet PMI® education requirements

Next steps

- Managing Multiple Projects (HE549S) or other advanced Project Management topics leading to recognition of your knowledge and skill by passing the Project Management certification examination appropriate to your country or region

Course outline

Key Concepts

- Recognizing and defining project quality
- The components of total quality management
- Benefits

Quality Philosophies

- Deming, Juran, and Crosby quality philosophies
- Linking philosophy to quality management
- Applying the correct philosophy

Project Quality Management

- Defining project quality management
- Project management and quality management
- The components of the project quality management process
- Process management from the project perspective
- Cost of Quality
- Generating quality costs
- Measuring the quality costs
- Areas for improvement
- Recording quality cost

Customer Focus

- Customer relationship management
- Tools to work with customer information
- The customer relationship management plan
- Providing excellence in customer service

Requirements Management

- Translating customer needs into requirements
- Requirements and requirements management definitions
- Quality function deployments (QFD)
- Identifying requirements
- Requirements tracking matrice

Statistical Process Control Tools

- Statistical analysis in project quality management
- The seven fundamental tools of quality
- The principles of statistical process control
- Implementing a metric program

Six Sigma

- Six Sigma and DPMO metric
- What is Six Sigma quality level?
- Key concepts of Six Sigma
- Requirements for effective implementation
- Tools and techniques of a Six Sigma initiative
- Initiating a Six Sigma program

Auditing and Evaluation

- The inspection process
- Roles and responsibilities for the inspection team
- Checklists
- Identifying and removing defects
- The Baldrige National Quality Award criteria
- ISO 9000 Quality Standards

Quality Program Implementation

- Key practices of highly successful companies
- Planning a quality program
- Roles and responsibilities in a quality program
- Developing a learning organization

Learn more at

hpe.com/us/training/projectmanagement