



## IT Project Quality Management

### Course Overview

Producing a high quality IT deliverable that meets your client's needs can never be accomplished haphazardly. Applying quality management processes and tools to your IT project will help ensure the results your clients demand while managing your project within scope and budget constraints. This course covers quality management concepts and techniques. You will develop an understanding of how to apply them to your IT projects as well as identify and develop leadership behaviors that support and promote quality management in all of your projects.

### Key Outcomes

Upon completion of this course, participants will be able to:

- » Improve the quality of IT project deliverables
- » Apply effective quality management concepts and techniques to IT projects
- » Select and apply appropriate IT quality management practices to IT projects and processes
- » Model key quality management leadership behaviors
- » Actively support the project quality management system

### Course Outline

#### Module 1:

- » Introduction and the red bead experiment

#### Module 2:

- » Synthesize key concepts in the evolution of quality to the modern organization
- » Define key quality terms
- » State key considerations for effective project quality governance
- » Describe the "best practices" and concepts of general quality management
- » Recognize the quality management "Key Process Areas" in the Project Management College Project Management Maturity Model

#### Module 3:

- » Recognize the purpose and importance of a quality policy

### At-a-Glance:

**Course Length:**

2 days

**Course Number & Level:**

350.ITQ2 – Proficient

**Professional Development Units**

**(PDUs): 14**

**Continuing Education Units (CEUs):**

1.4

**PMBOK® Guide Knowledge Areas****Covered:**

- » Project Quality Management
- » Project Integration Management

**Tracks:**

- » IT Project Manager

- » Define key characteristics of the Project Quality Plan
- » State considerations for the effective deployment of quality policies and plans
- » List key characteristics of an effective project quality plan
- » Evaluate a project quality plan for effectiveness in:
  - » Quality Policy
  - » Quality Planning, at the project and project management office (PMO) level
  - » Tools and techniques for quality project planning

**Module 4:**

- » Define the role of Quality Assurance in the context of the organization's quality management efforts
- » Recognize key quality assurance methods
- » Define the attributes of the project quality assurance template
- » State key considerations for Software Quality Assurance (SQA)
- » List critical project management actions for leading effective project quality assurance efforts
- » Utilize a Project Quality Assurance template to record project quality assurance measures during a simulation

**Module 5:**

- » Recognize key quality control techniques
- » Suggest when various techniques are appropriate
- » Define key considerations for effective quality management data collection
- » State quality management control lessons learned
- » Recognize key quality control tools
- » Apply the correct tool based upon the data being collected
- » Develop a project control tool as part of a course simulation
- » Analyze a completed project control tool

**Module 6:**

- » Identify key considerations for improvement
- » State the relationship between improvement and project quality management
- » Function as part of an improvement team
- » Define the key characteristics of the improvement process
- » Utilize the improvement process to enhance performance during a simulation