

## ▶ **PM032 - Project Quality Management**

This course focuses on overall quality management including quality planning, quality assurance, and quality control. This intensive seminar provides the practical knowledge and hands-on exercises you need to strengthen your quality management skills as they relate to the entire project environment.

This course introduces applications of total quality concepts and tools to develop, implement, and maintain an effective quality management system in a software or systems organization. You will learn the essentials of reviewing and auditing of the products and activities to verify that they comply with the applicable procedures and standards and to assure the production and operation of high quality products according to stated requirements.

In this seminar you will learn to

- ✓ Define quality management, and identify barriers to Quality
- ✓ Understand the relation between QA and corrective action systems
- ✓ Describe methods to ensure customer focus and for measuring expectations
- ✓ Identify various project measures and quality metrics
- ✓ Define continuous process improvement and best practices
- ✓ Understand common causes of variation in systems and processes
- ✓ Identify key elements of the ISO 9000 quality standards series and CMM
- ✓ Develop an overall quality assurance plan for software management
- ✓ Understand the importance of managing stakeholders effectively
- ✓ Understand the importance of analyzing root causes; not just symptoms
- ✓ How to use affinity diagrams and Prioritization matrices
- ✓ Understand QFD, in-stage review and audits, and stage exists

**FYI:** This course is also covered within the University of Ontario Masters Qualification in Project & Portfolio Management offered in partnership with Bay3000.

**Knowledge Areas:** Integration, Time, Cost, Quality, Procurement, Human Resources, Communications, Risk, Scope.