

BSBPMG513A

Manage Project Quality

Course Duration

Face to face: 1 day

PDU's: 8

Course Objectives

Manage Project Quality aims to provide participants with the performance outcomes, skills and knowledge required to manage quality within projects. It covers determining quality requirements, implementing quality assurance processes, and using review and evaluation to make quality improvements in current and future projects.

The participants will learn how to plan quality into a project and determine key metrics to manage project and process quality.

This **one (1) day** course will give participants a solid understanding of managing quality in projects, structured around the Manage Project Quality knowledge area of the *Project Management Body of Knowledge (PMBOK®) Guide 5th Edition*.

Learning Outcomes

- Determine quality objectives, standards and levels, with input from stakeholders and guidance of a higher project authority, to establish the basis for quality outcomes and quality management plan.
- Select and use established quality management methods, techniques and tools to determine preferred mix of quality, capability, cost and time.
- Identify quality criteria, obtain agreement from a higher project authority and communicate to stakeholders, to ensure clarity of understanding and achievement of quality and overall project objectives.
- Include agreed quality requirements in the project plan and implement as basis for performance measurement.
- Measure and document results of project activities and product performance throughout the project life cycle to determine compliance with agreed quality standards

Register for this course

Return a scanned copy of this page to:

info@im.edu.au – Australia

info@bluevisions.ae – UAE + MENA

infor@bluevisions.co.id – Indonesia + All of Asia

Or contact us at one of the locations below.

No. Of Participants

Contact Details

First Name : _____

Surname : _____

Company : _____

Phone : _____

Email : _____

Preferred City

Preferred Month

Contact Us

Australia Wide: 1300 988 899

Beijing: +8610 8587 2353

Doha: +974 4452 8175

Indonesia: +6221 2555 8789

Singapore: +65 6725 6365

UAE (all Emirates) : +971 4 452 3399

- Identify causes of unsatisfactory results, in consultation with client, and recommend appropriate actions to a higher project authority to enable continuous improvement in quality outcomes.
- Conduct inspections of quality processes and quality control results to determine compliance of quality standards to overall quality objectives.
- Maintain a quality management system to enable effective recording and communication of quality issues and outcomes to a higher project authority and stakeholders.
- Review processes and implement agreed changes continually throughout the project life cycle to ensure continuous quality improvement.
- Review project outcomes against performance criteria to determine the effectiveness of quality management processes and procedures.
- Identify and document lessons learned and recommended improvements, and pass on to higher project authority for application in future projects.

Delivery Strategy

This **one (1) day** program is engaging and will be led by our experienced trainers who have combined management experience and academic excellence.

Our program design and delivery is based on adult learning principles and experiential learning.

Participants will receive a *state-of-the-art* student manual with all reference material, PowerPoint presentations and activities, as well as the formal assessment.

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RPL and Credit Transfer

Institute of Management can formally recognise a student's existing level of skills and knowledge in two ways:

- Recognition of prior learning (RPL).
- Credit transfer.

Audience

This course is targeted at those who are employed as:

- Project team member
- Project administrator
- Project analyst
- Project assistant
- Project coordinator
- Project officer
- Small business operator in a wide range of industries
- Project records officer
- Project support
- Communications liaison
- Contracts officer
- Estimator and scheduler
- Quality officer

PROGRAM OUTLINE

Day One

- Quality Objectives.
- Philosophy and Principles of Quality Management.
- Quality Management Plan.
- Plan and Manage Project Quality.
- Quality Management Methods, Tools & Techniques.
- Assuring Project Quality.
- Quality Audit.
- Monitoring and Controlling Project Quality.