Quality for Project Managers Training

Duration: **3 Day**

BILGINC IT Academy
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Delivering a project on time and within budget is important, but true success also depends on achieving the required level of **Quality Management**. The **Quality for Project Managers** course is designed to help project professionals integrate quality principles into every phase of the project lifecycle.

Participants will learn how to develop and improve organizational quality programs, implement **Quality Assurance (QA)** and **Quality Control (QC)** activities, and apply modern quality management methodologies to increase project success rates. The course emphasizes **Systems Thinking**, stakeholder engagement, risk awareness, and continuous improvement practices.

Through practical exercises and case studies, learners will gain experience creating a comprehensive **Quality Management Plan** and applying quality processes to real-world projects.

Prerequisites

To gain the maximum benefit from this course, participants should have:

- Basic **Project Management** knowledge
- Experience working in project environments
- Familiarity with project coordination or leadership activities
- Completion of a **Project Management Fundamentals** course is recommended

Who Should Attend

This course is ideal for:

- **Associate Project Managers**
- **Project Managers**
- **IT Project Managers**
- **Project Coordinators**
- **Project Analysts**
- **Project Leaders**
- **Senior Project Managers**
- **Quality Assurance Professionals**
- **Product Managers**
- **Program Managers**

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What You Will Learn

By the end of this course, learners will be able to:

- Apply **Systems Thinking** when planning project quality.
- Develop or improve organizational **Quality Programs**.
- Identify and implement effective **Quality Assurance** activities.
- Prioritize requirements to better satisfy customer expectations.
- Understand the relationship between **Risk Management** and quality.
- Create a detailed **Quality Management Plan**.
- Evaluate the impact of quality activities on the **Critical Path**.
- Select appropriate **Quality Control Tools** and quality metrics.
- Plan and perform quality audits effectively.

Training Outline

Part 1: Project Quality and Quality Control

- Understanding quality fundamentals
- History of **Modern Quality Management**
- Project quality management principles
- Quality control and project closure
- The role of quality in project success

Part 2: Quality Planning

- The **Quality Planning Process**
- Quality planning methodologies
- Applying **Systems Thinking**
- Stakeholder involvement in quality
- Defining quality requirements
- Quality planning tools and techniques

Part 3: Quality Assurance

- Fundamentals of **Quality Assurance (QA)**
- Process analysis techniques
- Quality assurance implementation
- Quality assurance within the **Critical Path**
- Continuous improvement strategies

Part 4: Quality Control

- **Quality Control (QC)** processes
- Measurement and tracking tools
- Problem-solving methodologies
- Decision-making techniques
- Quality control tool selection
- Quality reviews and closure activities

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Part 5: Practical Case Studies

- Demonstrating the importance of quality
- Defining quality concepts
- Identifying quality attributes
- Distinguishing between quality and grade
- Designing workplace quality programs
- Managing quality within the **Triple Constraint**

Stakeholder and Risk Analysis

- **Stakeholder Analysis**
- Risk identification techniques
- Positive and negative risk evaluation
- Requirements prioritization exercises

Quality Management Planning

- Creating a **Quality Management Plan**
- Planning quality assurance activities
- Critical path impact assessment
- Selecting quality tools and methodologies
- Quality performance measurement

Quality Tools and Audit Techniques

- Building a **Pareto Chart**
- Creating a **Cause and Effect Diagram (Fishbone Diagram)**
- Planning quality audits
- Performing quality audits
- Reporting audit findings and recommendations