

Ensures a certain level of quality in a deliverable
Ctrl. means measure

Take action to ctrl. the Project

Measure performance against other metrics determined by PM

Determine variances & if they warrant corrective action or change requests

Influence the factors that cause change

Request Changes

Perform Quality Ctrl.

Tools/Techniques

Cause & effect diagram / Fishbone / Ishikawa

Ctrl chart

Flowchart

Histogram

Pareto chart

Focus attention on most critical issues

Prioritises potential causes

Separates the critical few

Run chart

Scatter diagram

Tracks 2 variables

Statistical sampling

Inspection

Mutual exclusivity

2 events can't occur in a single trial

Probability

Likelihood something will occur

Normal distribution

Bell shaped curve

Terms

Statistical independence

1 event occurring does not affect another event occurring

Std. deviation (sigma)

3 / 6 sigma

1 sigma = 68.26%

2 sigma = 95.46%

3 sigma = 99.78%

6 sigma = 99.98%

8.3 Perform quality control

Input

PP

Quality Metrics

Quality Checklist

Work Performance Measurement

Approved Change Requests

Deliverables

OPA

Output

Quality Ctrl. Measurements

Validated changes

Validated deliverables

Updt. OPA

Lessons learned

Change requests (incl...)

Updt. PP / P doc's