

8. Project quality mgmt

Input

- Stakeholder register
- Project Scope Statement
- Baselines
 - Scope baseline
 - WBS
 - Schedule baseline
 - WBS Dictionary
 - Cost baseline
- Risk register
- EEF
- OPA
- PP
- Quality Metrics
- Work Performance Information
- Quality Ctrl. Measures
- Unterzweig
- PP
- Quality Metrics
- Quality Checklist
- Work Performance Measurement
- Approved Change Requests
- Deliverables
- OPA

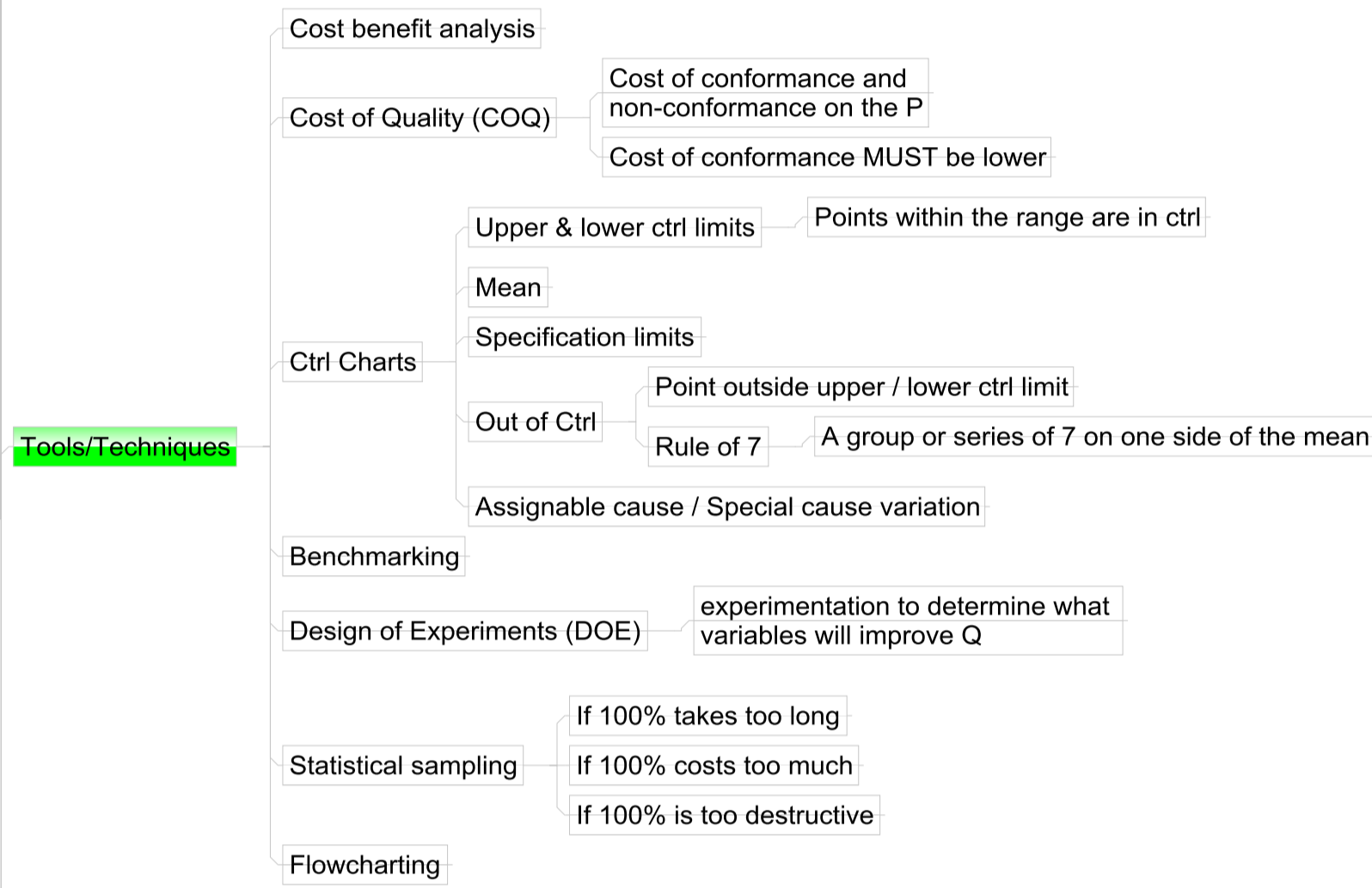
Output

- Quality mgmt. plan
- Quality metrics
- Quality Checklist
- Process Improvement Plan
- Udpt. P doc's
- Change requests
- Udpt. OPA
- Udpt. PP / P doc's
- Quality Ctrl. Measurements
- Validated changes
- Validated deliverables
- Udpt. OPA - Lessons learned
- Change requests (incl...)
- Udpt. PP / P doc's

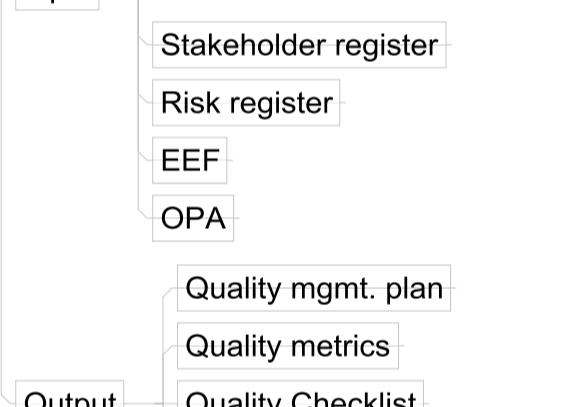
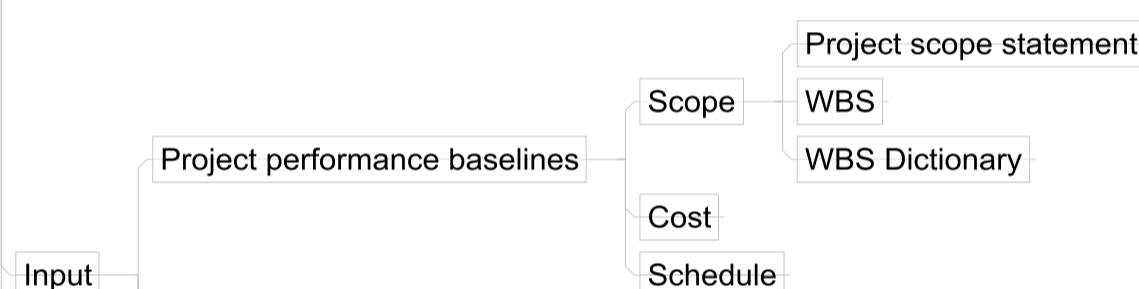
Processes

Identify all relevant practises, standards & requirements for Q
 P must comply with any required EEF & OPA
 Plan the P so it meets customers quality standards
 Q mgmt. should be performed regularly and in parallel with other planning processes throughout the project.

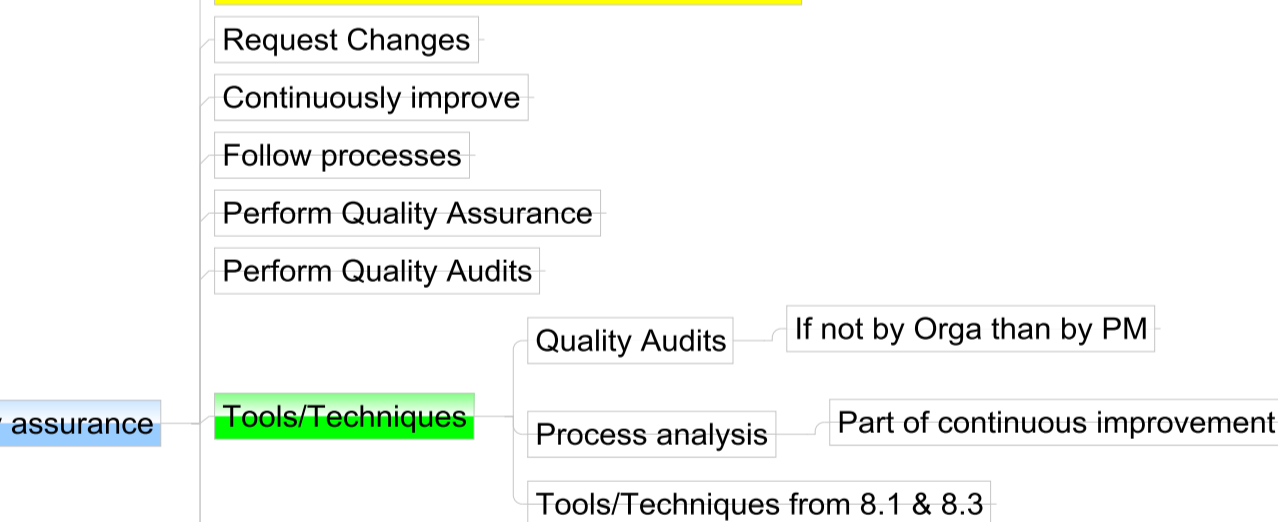
Determine how you will do planning - part of all mgmt. plans
 Determine Quality Standards & metrics
 Create Process Improvement Plan
 Determine all roles & responsibilities
 Go back - iterations
 Finalize the "how to execute & ctrl." parts of all mgmt. plans
 Develop realistic and final PP & performance measurement baseline



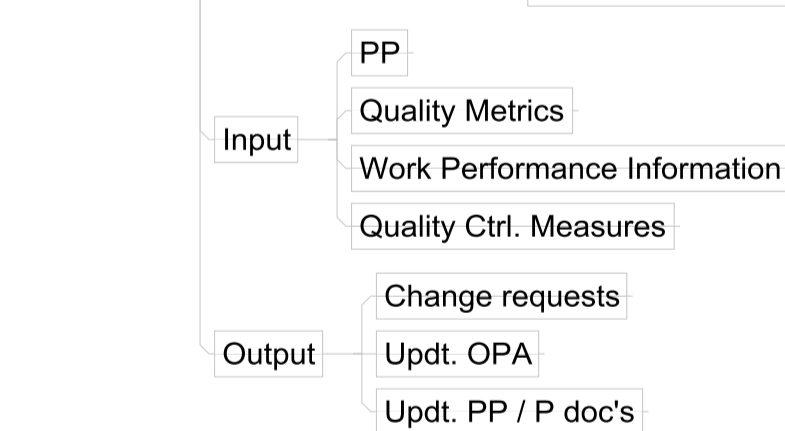
8.1 Plan quality



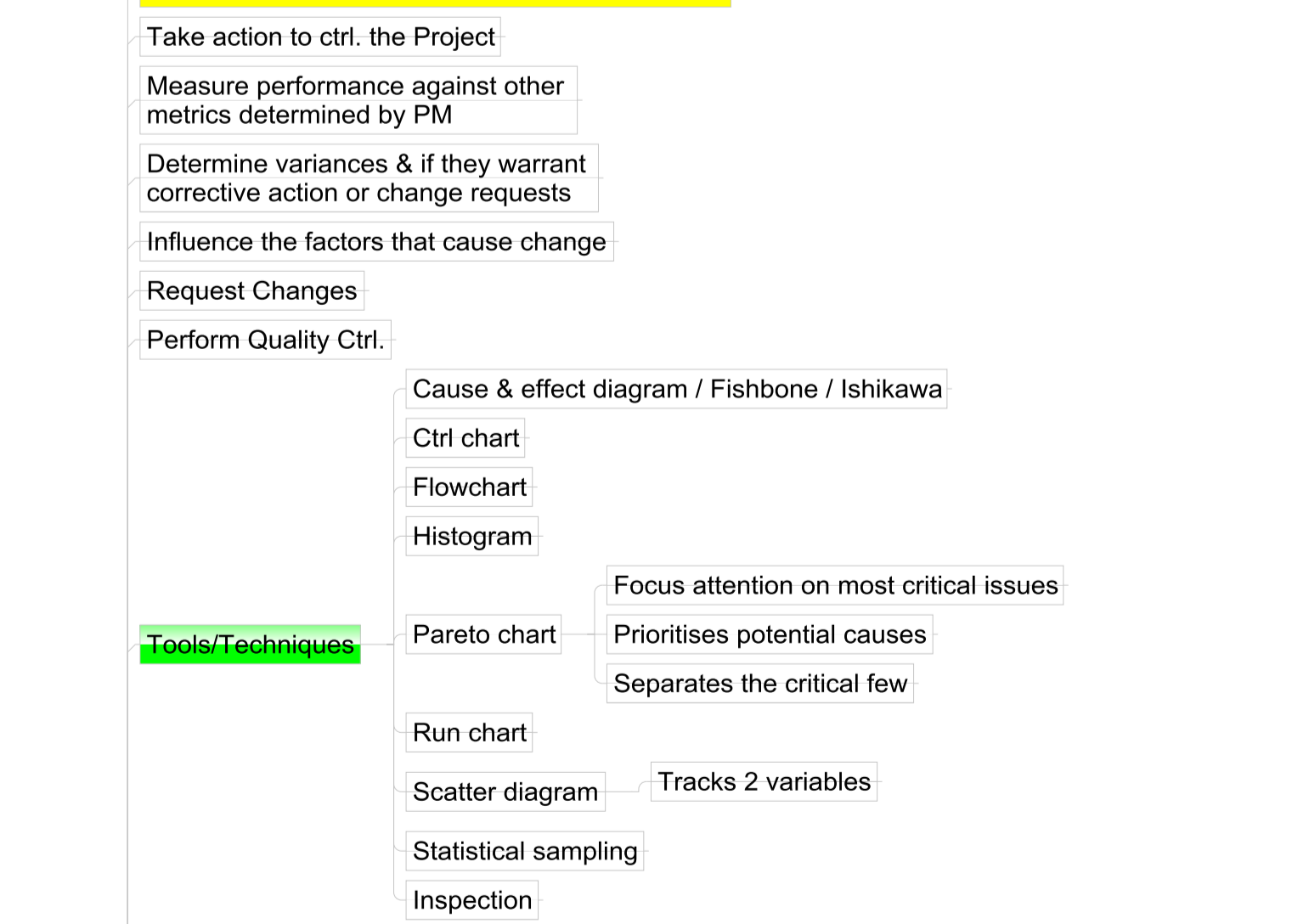
Usually handled by an external dept.
 Answers: Are procedures being followed
 Can we improve the way we do work



8.2 Perform quality assurance



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



8.3 Perform quality control

- 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)**
 - 1 sigma = 68.26%
 - 2 sigma = 95.40%
 - 3 / 6 sigma - 3 sigma = 99.78%
 - 6 sigma = 99.98%

