Project Quality Management & Continuous Improvement

Duration: 5 Days (approximately 35-40 instructional hours)

Course Goal: To equip project managers, quality professionals, and team members with the knowledge, tools, and techniques to effectively plan, manage, and control project quality, ensuring deliverables meet or exceed stakeholder expectations, and to embed a culture of continuous improvement within project processes and outcomes.

Learning Objectives:

- Understand core quality management principles and their application in a project context (e.g., Deming, Juran, Crosby).
- Develop comprehensive Project Quality Management Plans aligned with organizational standards and project objectives.
- Define clear quality metrics, standards, and acceptance criteria for project deliverables.
- Implement robust quality assurance (QA) processes to prevent defects and ensure process adherence.
- Utilize a range of quality control (QC) tools and techniques to monitor and verify project results.
- Master fundamental continuous improvement methodologies (e.g., PDCA, Kaizen) and problem-solving tools.
- Apply basic Lean and Six Sigma concepts to identify and eliminate waste and reduce variation in project processes.
- Conduct effective quality audits and reviews.
- Manage non-conformances and implement corrective and preventive actions (CAPA).
- Foster a quality-centric and continuous improvement mindset within project teams and the organization.

Target Audience:

- Project Managers, Program Managers.
- Quality Managers, Quality Assurance/Control Professionals, Quality Engineers.
- Team Leaders, Process Improvement Specialists.

- Business Analysts and other project team members involved in defining or delivering quality.
- Anyone responsible for ensuring project deliverables meet quality standards and for driving process improvements.

Prerequisites:

Solid understanding of fundamental project management principles.Some experience working on projects or in quality-related roles is beneficial.

Teaching Methodology:

Interactive lectures, case studies, hands-on workshops using quality tools and templates, group discussions, problem-solving exercises, simulations (e.g., process mapping, root cause analysis), and peer learning.

Materials Provided:

- Comprehensive course workbook with quality management concepts, methodologies, tools, and best practices.
- A toolkit of quality templates (e.g., Quality Management Plan, Quality Metrics Register, Checklists, Fishbone Diagram, Control Chart template).
- Case study documents for applying quality tools and techniques.
- Access to selected online resources, articles, and standards (e.g., ISO 9000 family overview).
- Certificate of Completion.

Detailed Day-by-Day Curriculum

Day 1: Foundations of Project Quality Management & Planning Quality

Module 1: Introduction to Quality Management in Projects (Approx. 2 hours)

Module 2: Planning Quality Management – The Foundation (Approx. 3 hours)

Module 3: Identifying Quality Requirements & Standards (Approx. 2.5 hours)

Day 2: Quality Assurance & Process Improvement Fundamentals

Module 4: Implementing Quality Assurance (QA) (Approx. 3 hours)

Module 5: Introduction to Continuous Improvement (CI) (Approx. 2 hours)

Day 3: Quality Control Tools & Techniques

Module 7: Implementing Quality Control (QC) (Approx. 1.5 hours)

Module 8: The Seven Basic Quality Tools (The "Magnificent Seven") (Approx. 3.5 hours)

Module 9: Statistical Process Control (SPC) Basics & Control Charts (Approx. 2.5 hours)

Day 4: Lean, Six Sigma, and Advanced Quality Techniques

Module 10: Introduction to Lean Principles for Projects (Approx. 3 hours)

Module 11: Introduction to Six Sigma Concepts for Projects (Approx. 2.5 hours)

Module 12: Root Cause Analysis (RCA) & Corrective/Preventive Actions (CAPA) (Approx. 2 hours)

Day 5: Managing Quality in Practice & Fostering a Quality Culture

Module 13: Quality in Agile Projects (Approx. 2 hours)

Module 14: Managing Stakeholder Expectations for Quality (Approx. 2 hours)

Module 15: Fostering a Culture of Quality & Continuous Improvement (Approx. 2.5 hours)

Module 16: Course Review, Action Planning & Wrap-up (Approx. 1 hour)

Review of key quality management and continuous improvement concepts.

- Open Q&A.
- Action planning: Identifying specific actions to enhance quality practices in their projects/organizations.
- Resources for continued learning (certifications like ASQ, Lean Six Sigma belts).

- Course evaluation.

Important Notes for this Quality Management Course:

- Practical Application: Heavy emphasis on hands-on use of quality tools and techniques through workshops and case studies.
- Balance of Theory and Practice: Provide a solid theoretical understanding but quickly move to practical application.
- Industry Relevance: Use case studies and examples that are relevant to the participants' industries where possible.
- Facilitator Expertise: The instructor should have significant practical experience in project quality management, process improvement, and ideally Lean/Six Sigma methodologies.
- Continuous Improvement Mindset: The course itself should model continuous improvement by seeking feedback and adapting.
- This curriculum provides a comprehensive framework for a course that not only teaches the mechanics of project quality management but also instills the principles of continuous improvement.





