



Project Quality Assurance, Monitoring and Auditing

COURSE DESCRIPTION

This two-day course focuses on issues such as how to maintain quality by using audits and evaluations for monitoring purposes. Quality theories taught by Drs. Deming and Juran are included as foundations for implementing new quality initiatives. In addition, several types of project audits will be explored as a means of controlling the project with more efficiency. This course will follow one or more of the Project Management Institute's nine knowledge areas of *PMBOK® Guide*. Students will use discussion, cases, and group activities to facilitate the course.

OBJECTIVES

- Examine continuous process improvement for project processes
- Discuss five key checkpoints for quality management
- Analyze the mainline quality and monitoring processes
- Analyze the specific actions to improve quality
- Explore quantitative measurements
- Examine the six general types of cost
- Evaluate Deming's 14 points to maintaining quality
- Identify Juran's 10 symptoms to quality problems
- Analyze the tools for quality control
- Define the three major processes of project quality management
- Explore the process of quality assurance
- Detail the nine "C's" of quality
- Evaluate the four steps to Force Field Analysis
- Discuss seven keys to problem solving implementation
- Examine benefits of project auditing
- Analyze project performance audit
- Discuss methods for making recommendations
- Explore recording techniques for making recommendations
- Establish project audit performance points
- Discuss recovery assessment process and model
- Examine recovery indicators
- Examine a project recovery plan
- Discuss recovery lessons learned

TARGET AUDIENCE

Project Managers

Class Dates/Cost/Location

<u>CLASS DATES</u>	<u>PDU's¹</u>	<u>COST</u>	<u>TIME</u>	<u>LOCATION</u>
August 27 - 28, 2012	13	\$190 per participant*	8:30 a.m.-4:30 p.m.	Topeka

¹ The Mathis Group, Inc. is a Project Management Institute (PMI) Registered Global Educational Provider. This course provides PMI Professional Development Unit's (PDU's).

*2.5% administrative fee included

Course Registration

- The registration form can be found at: <http://www.da.ks.gov/kito/PMMSchedule.htm> . The form can be filled in online and emailed to kito@da.ks.gov or fax to (785) 296-1168, Attn: EPMO.

Cancellation Policy

Cancellations up to twenty (20) business days prior to the class date – 100% refund
Cancellations less than twenty (20) business days prior to the class date – no refund

PM Information can be found at: <http://da.ks.gov/kito>