

TRAINING TITLE

QUALITY FOR PROJECT MANAGERS

Training Duration

5 days

Training Venue and Dates

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|---------------------------|-------------------------------------|----------|------------------------|----------------|-------------------|
| Ref. No. PMI101 | Quality for Project Managers | 5 | 17-21 Feb. 2025 | \$5,500 | Dubai, UAE |
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In any of the 4 or 5-star hotels. The exact venue will be informed later.

Training Fees

- **\$5,500 per participant for Public Training includes Materials/Handouts, tea/coffee breaks, refreshments & Lunch**

Training Certificate

Define Management Consultants Certificate of course completion will be issued to all attendees.

TRAINING DESCRIPTION

This course applies quality principles to project management itself, as well as to the products and services resulting from projects. It brings to the forefront the essentials of project quality management and its vital link to business success, with a focus on the tools and essentials of effective quality management that work for your organization, regardless of your industry. The course prepares the project manager to be a positive force in using project quality management to help ensure project and business success.

Businesses today realize that customer satisfaction and thus competitive success hinge on the effective implementation of quality concepts, tools and techniques. This includes defining business quality standards, determining performance measurements, and continuously improving processes, procedures and products. This course shows you how to integrate quality management concepts with project management practices to create a successful quality management program to support your business success.

TRAINING OBJECTIVES

By end of course participants will be able to understand

- Integrate project quality management into the entire project lifecycle
- Plan effectively for project quality management
- Assess and improve your organization's current quality capabilities to ensure that projects will meet specified quality standards
- Ensure customer satisfaction by monitoring results using project quality control tools

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- Apply project quality management tools and techniques to “real world” project management situations

WHO SHOULD ATTEND?

- Project managers and team members that manage, build and implement quality solutions
- Managers that monitor projects
- Clients, customers and all stakeholders that participate on projects and help set the expectations for quality

TRAINING METHODOLOGY

A highly interactive combination of lectures and discussion sessions will be managed to maximize the amount and quality of information and knowledge transfer. The sessions will start by raising the most relevant questions and motivating everybody to find the right answers. You will also be encouraged to raise your own questions and to share in the development of the right answers using your own analysis and experiences. Tests of multiple-choice type will be made available on daily basis to examine the effectiveness of delivering the course.

Very useful Course Materials will be given.

- 30% Lectures
- 30% Workshops and work presentation
- 20% Group Work & Practical Exercises
- 20% Videos & General Discussions

COURSE PROGRAM

Managing Project Quality

What is quality?

Quality and the triple constraint

What is project quality management?

The evolution of quality

Systems thinking

The cost of quality

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Planning Project Quality

What is quality planning (QP)?

QP inputs and tools and techniques

Stakeholders and customers

Project quality requirements

Project quality standards

Quality function deployment (QFD)

QP outputs

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Assuring Project Quality

What is quality assurance (QA)?
QA inputs and tools and techniques
Developing QA activities
Investigating QA capabilities
Process improvement
QA activities and the project quality management plan
Quality audits
QA and change control
QA outputs

Controlling Project Quality

What is quality control (QC)?
Major questions of QP, QA and QC
QC inputs and tools and techniques
The voice of the customer and the voice of the process
Quantum innovation vs. continuous improvement
Plan-do-check-act (PDCA) cycle
Basic quality control toolkit
QC outputs

NOTE:

Pre-& Post Tests will be conducted.

Case Studies, Group Exercises, Group Discussions, Last Day reviews, and assessments will be carried out.

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