

Project Management

Quality and performance

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Chapter Description

- **Aims**
 - To understand the process of quality planning.
 - To understand the overview of QA/QC.
 - To understand the purpose of flowchart and control chart.
- **Expected Outcomes**
 - Students are able to identify process required to perform quality planning.
 - Students are able to differentiate between QA and QC.
 - Students are able to develop the flowchart and control chart.
- **References**
 - William, R.T. 2013. Project Management. Random Exports
 - Heagney, J. 2012. Fundamentals of Project Management. American Management Association.
 - Richardson and Gary, L. 2010. Project Management theory and practice. Taylor and Francis

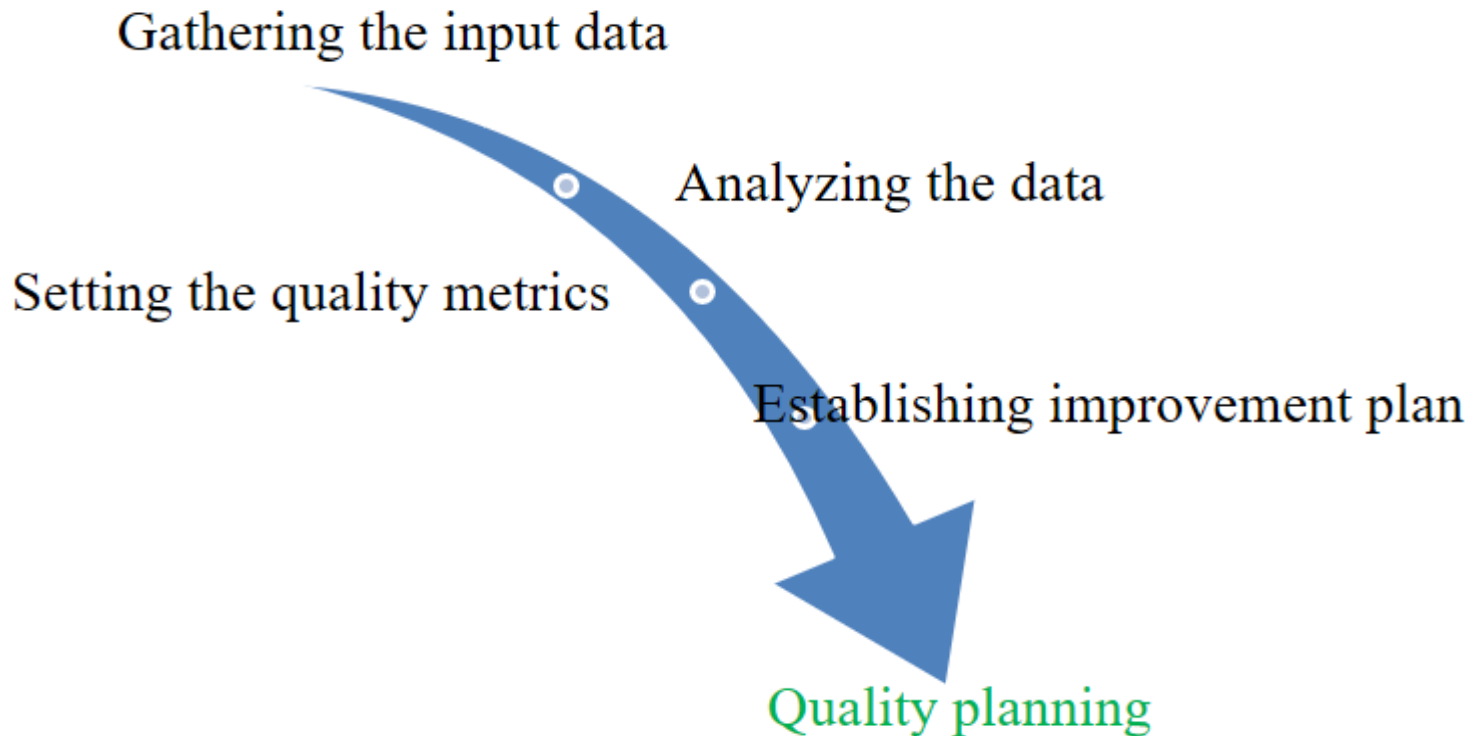
Content

- Process of quality planning
- Quality assurance (QA) and quality control (QC)
- Flowchart and control chart

Process of quality planning

Quality – Conformance to requirement.

Performance – The execution to fulfill customer requirements in accordance with the project scope.



Quality assurance (QA) and quality control (QC)

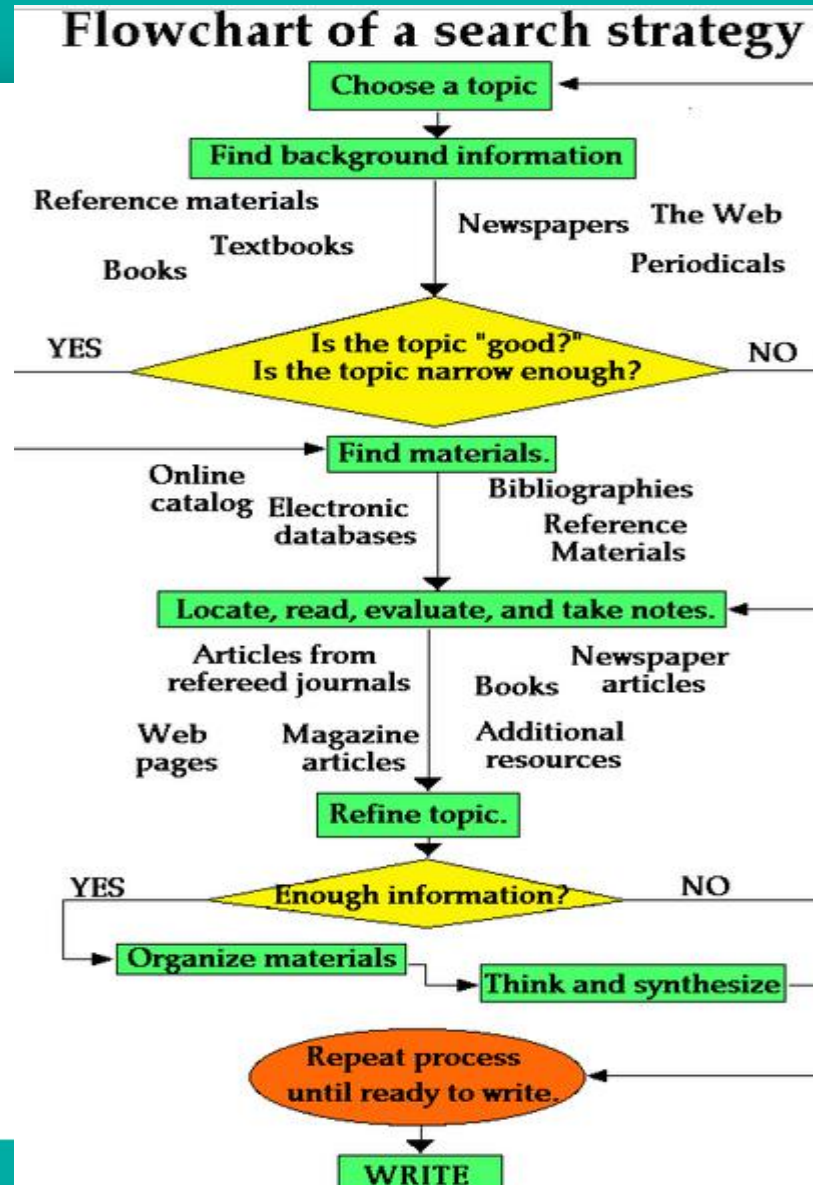
QA – Process used to evaluate project performance periodically and ensure the project will satisfy the quality standard of an organization.

QC – Operational technique used to fulfill the provided quality requirement.

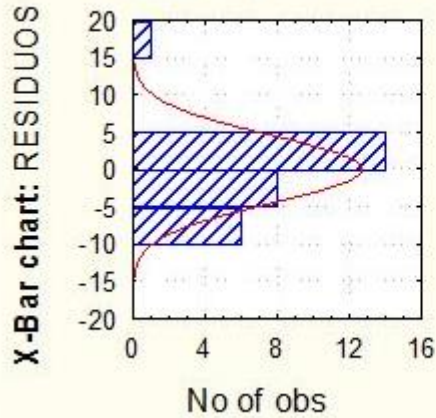
Quality control technique:

1. Cause and effect diagram
2. Run charts
3. Scatter diagram
4. Pareto chart
5. Six sigma
6. Flowchart
7. Control chart
8. Statistical sampling
9. Review
10. Testing and inspection

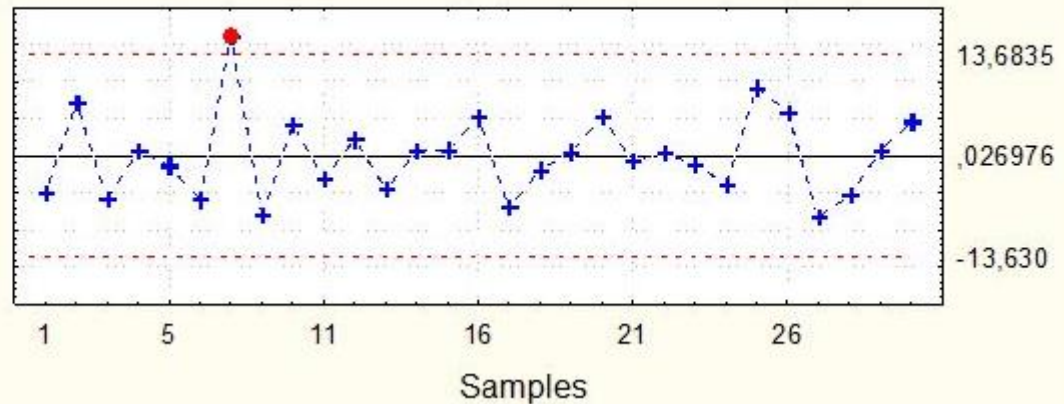
Flowchart and control chart



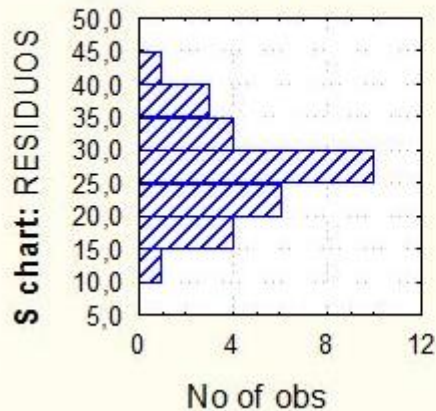
Histogram of Means



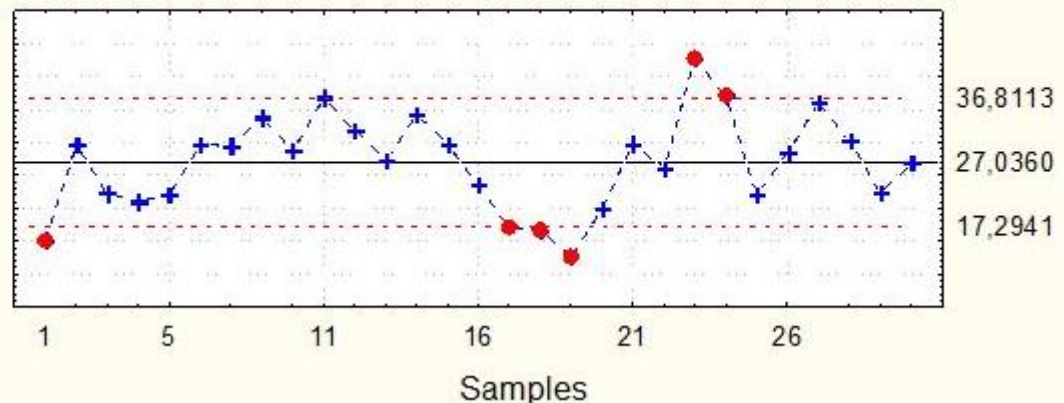
X-BAR Mean: ,026976 (,026976) Proc. sigma: 27,2476 (27,2476) n: 35,83



Histogram of Std. Dv's



Std.Dev. Mean: 27,0360 (27,0360) Sigma: 3,25285 (3,25285) n: 35,828



Conclusion

- **Conclusion #1**
 - Students are able to identify process required to perform quality planning.
- **Conclusion #2**
 - Students are able to differentiate between QA and QC.
- **Conclusion #3**
 - Students are able to develop the flowchart and control chart.

Project Management

Lecture 6

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