

PM

Project Quality Management

PROJECTS

- RETENIR L'ESSENTIEL & PREPARER LA CERTIFICATION
 - ✓ QUEL EST LE CONTENU DU PROJECT QUALITY MANAGEMENT ?
 - ✓ QU'EST-CE QUE LE SIPOC PROJECT QUALITY MANAGEMENT ?
 - ✓ QU'EST-CE QUE LE DATA FLOW DIAGRAM PROJECT QUALITY MANAGEMENT ?
 - ✓ QUELLES SONT LES NOTIONS ESSENTIELLES PROJECT QUALITY MANAGEMENT ?
 - ✓ QUELS SONT LES TYPES DE QUESTIONS PROJECT QUALITY MANAGEMENT ?

• PROJECT QUALITY MANAGEMENT

TRENDS & EMERGING PRACTICES

- APQP
- DFMEA
- PFMEA
- Value Based Management
- Design to Value
- Analytic & Digitalization
- Agile & Lean approaches
- Continuous Improvement

PROJECT QUALITY MANAGEMENT INCLUDES

- Project Risk
- Product Conformity
- Dispositive Quality
- Corrective Quality
- Preventive Quality

PROJECT QUALITY MANAGEMENT PROCESSES

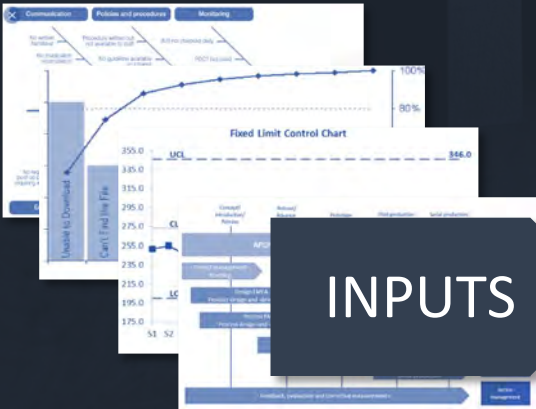
- Plan Quality Management
- Manage Quality
- Control Quality



• LE SIPOC PROJECT QUALITY MANAGEMENT

S

- Cause & Effect Diagram
- Flow Chart (Value Stream)
- SIPOC
- Pareto Chart
- SPC
- APQP / DFMEA - PFMEA
- Quality Plan



INPUTS

I

P

COQ
COPQ
TCQ
ECQ
APQP
PPS

PMT

O

- Feedback Collection
- PPS - CAPA
- Performance Metric
- Improvement
- Standardization



OUTPUTS

C

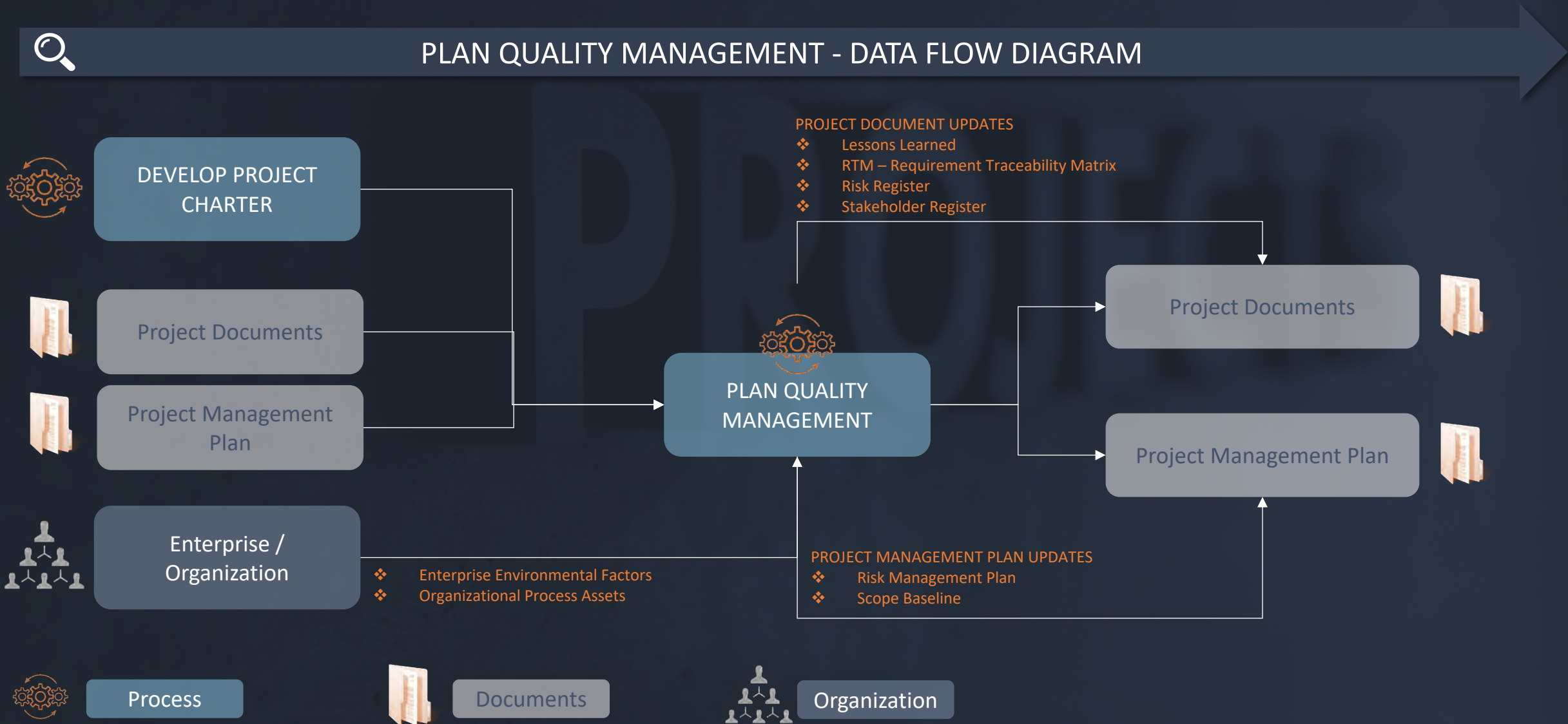
• LE DATA FLOW PROJECT QUALITY MANAGEMENT

	Project Management Process Group				
	INITIATING	PLANNING	EXECUTING	MONITORING & CONTROLLING	CLOSING
Integration Management	Develop Project Charter	DEVELOP PROJECT MANAGEMENT PLAN	- Direct & Manage Project Work - Manage Project Knowledge	- Monitor & Control Project Work - Perform Integrated Change Control	Close Project or Phase
Scope Management		- Plan Scope Management - Collect Requirement - Define Scope - Create WBS		- Validate Scope - Control Scope	
Schedule Management		- Plan Schedule Management - Define Activities - Sequence Activities - Estimate Activities - Develop Schedule		Control Schedule	
Cost Management		- Plan Cost Management - Estimate Costs - Determine Budget		Control Costs	
Quality Management		Plan Quality Management	Manage Quality	Control Quality	
Resources Management		- Plan Resource Management - Estimate Activity Resources	- Acquire Resources - Develop Team - Manage Team	Control Resources	
Communication Management		Plan Communications Management	Manage Communications	Monitor Communications	
Risk Management		- Plan Risk Management - Identify Risks - Perform Qualitative Risk Analysis - Perform Quantitative Risk Analysis - Plan Risk Response	Implement Risk response	Monitor Risks	
Procurement Management		Plan Procurement Management	Conduct Procurement	Control Procurement	
Stakeholder Management	Identify Stakeholders	Plan Stakeholder Engagement	Manage Stakeholder Engagement	Monitor Stakeholder Engagement	

• LE DATA FLOW PROJECT QUALITY MANAGEMENT



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• LE DATA FLOW PROJECT QUALITY MANAGEMENT

PROCESS GROUP EXECUTING

	Project Management Process Group				
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✓ MANAGE QUALITY

INPUTS

- Project Management Plan
- Project Documents
- Organizational Process Assets

TECHNIQUES

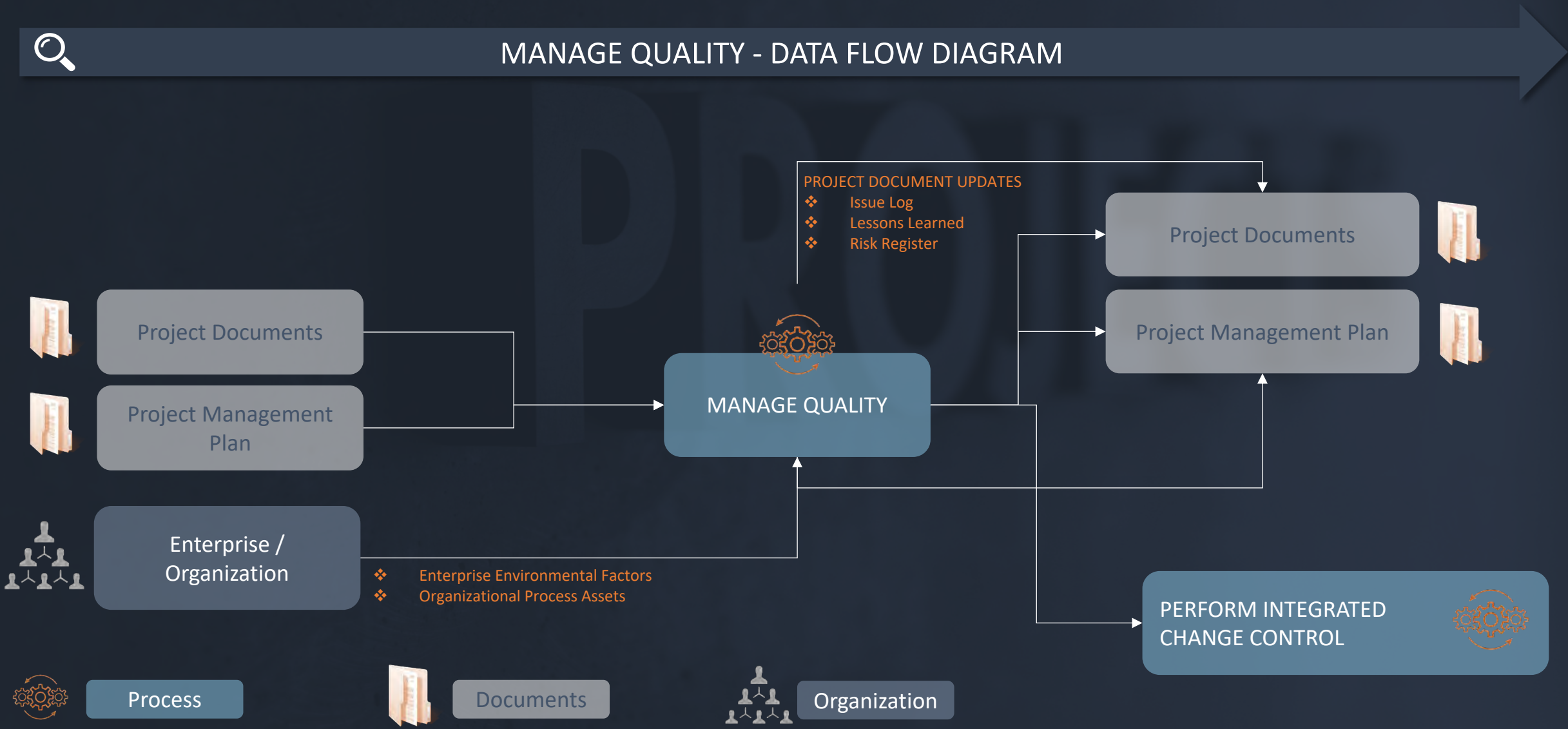
Data Gathering
Data Analysis
Decision Making
Data Representation
Audits
Design for X
Problem Solving
Quality Improvement Methods

MISE EN PRATIQUE

OUTPUTS

- Quality Reports
- Test & Evaluation Documents
- Change Requests
- Project Management Plan updates
- Project Documents updates

• LE DATA FLOW PROJECT QUALITY MANAGEMENT



• LE DATA FLOW PROJECT QUALITY MANAGEMENT

PROCESS GROUP MONITORING & CONTROLLING



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✓ CONTROL QUALITY

INPUTS

- **Project Management Plan**
- Project Documents
- Approved Change Requests
- Deliverables
- Work Performance Data
- Enterprise Environmental Factors
- Organizational Process Assets

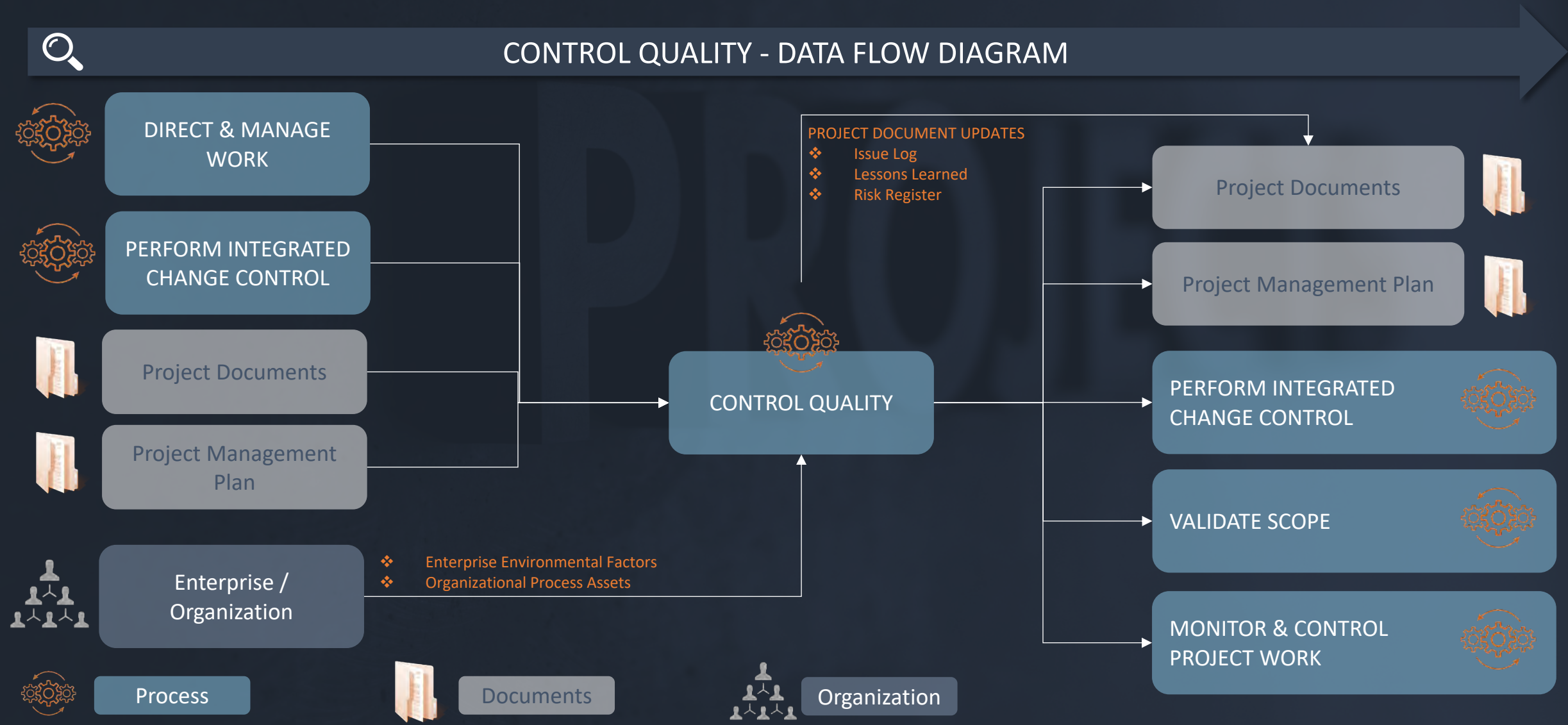
TECHNIQUES

Data Gathering
Data Analysis
Inspection
Testing Product / Evaluation
Data Representation
Meetings

OUTPUTS

- Quality Control Measurement
- Verified Deliverables
- Work Performance Information
- Change Requests
- Project Management Plan updates
- Project Document updates

• LE DATA FLOW PROJECT QUALITY MANAGEMENT



• LES NOTIONS ESSENTIELLES PROJECT QUALITY MANAGEMENT

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- Definition of Quality
- Dispositive Quality
- Corrective Quality
- Preventive Quality
- Total Cost of Quality
- Cost of Quality
- Cost of Non Quality
- Quality Metrics
- Checklists
- Quality Management Plan
- Histogram / Pareto Analysis
- Lean Method & Tools
- PPS & Root Cause Analysis
- Failure Analysis (FMEA – DFMEA - PFMEA)
- Six Sigma Method & Tools
- Distribution & Statistics
- SPC & Controls Charts

- LES QUESTIONS PROJECT QUALITY MANAGEMENT

Question

1/ Quality is ? :

- A) Meeting & exceeding customer expectation
- B) Adding extras to make customer more happy
- C) The degree to which project meets requirement
- D) Conformance to management's objectives

• LES QUESTIONS PROJECT QUALITY MANAGEMENT

Answer

1/ Quality is ? :

- A) Meeting & exceeding customer expectation
- B) Adding extras to make customer more happy
- C) The degree to which project meets requirement
- D) Conformance to management's objectives

Réponse: A

Le but premier de la qualité est de satisfaire « autant que possible » le client, la performance qualité ensuite vient considérer les notions de couts et temps associés....

- LES QUESTIONS PROJECT QUALITY MANAGEMENT

Question

2/ All the following are tools & techniques of control quality except :

- A) Inspection
- B) Cost of Quality
- C) Histogram
- D) Cause & Effect Diagram (Ishikawa)

• LES QUESTIONS PROJECT QUALITY MANAGEMENT

Answer

2/ All the following are tools & techniques of control quality except :

- A) Inspection
- B) Cost of Quality
- C) Histogram
- D) Cause & Effect Diagram (Ishikawa)

Réponse: B

L'estimation du cout de qualité est réalisée en phase la plus amont (plan quality management).

- LES QUESTIONS PROJECT QUALITY MANAGEMENT

Question

3/ Who is ultimately responsible for quality management & performance ?

- A) Project Engineer
- B) Project Manager
- C) Quality Manager
- D) Project Team

• LES QUESTIONS PROJECT QUALITY MANAGEMENT

Answer

3/ Who is ultimately responsible for quality management & performance ?

- A) Project Engineer
- B) Project Manager
- C) Quality Manager
- D) Project Team

Réponse: B

Malgré le fait que la qualité soit la responsabilité de tous y compris une des responsabilités client interne & externe, le chef de projet reste au final responsable de toutes les dimensions et performances liées à la qualité dans le cadre de son projet.

Project Management



• FORMEZ-VOUS GRATUITEMENT A LA GESTION DE PROJET !

- #01 INTRODUCTION
- #02 LES PRINCIPES FONDAMENTAUX PM
- #03 LES CONNAISSANCES FONDAMENTALES PM
- #04 LA VALEUR & LES PERFORMANCES PM
- #05 LE REFERENTIEL STANDARD PM
- #06 LE PROCESSUS PROJECT INTEGRATION
- #07 LE PROCESSUS PROJECT SCOPE MANAGEMENT
- #08 LE PROCESSUS PROJECT SCHEDULE MANAGEMENT
- #09 LE PROCESSUS PROJECT COST MANAGEMENT
- #10 LE PROCESSUS PROJECT QUALITY MANAGEMENT
- #11 LE PROCESSUS PROJECT RISK MANAGEMENT
- #12 LE PROCESSUS PROJECT STAKEHOLDER MANAGEMENT
- #13 LE PROCESSUS PROJECT RESOURCE MANAGEMENT
- #14 LE PROCESSUS PROJECT COMMUNICATION MANAGEMENT
- #15 LE PROCESSUS PROJECT PROCUREMENT MANAGEMENT
- #16 LE DOMAINE DE LA PERFORMANCE PROJET
- #17 LE PROCESSUS D'ADAPTATION – PROJECT TAILORING
- #18 LES MODÈLES, METHODES & ARTEFACT PROJECT MANAGEMENT
- #19 PREPARATION A L'EXAMEN PMP®



PM

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