



مجموعة جامعة
الجميع الذكية
للتعليم القابضة

MIDOCEAN
UNIVERSITY

Project Quality Management

Prepared by Dr.Mahmoud Ibrahim

PMG354

Orientation Lecture

Welcome on professional quality board

**Hi,
This is Dr. Mahmoud**

Personal achievements

PhD, holder
Certified project Manager
Certified quality lead auditor
Certified lean six sigma
PMP instructor since 2009
MBA instructor
Branding quality developer
Strategic Quality system consultant
HOD

Lecture outline

1st section contents :

- Personal introduction
- Course orientation

(Course description -Course objectives-learning outcomes-students Assessment)

2nd section contents :

Project Quality Management and project success

3rd section contents :

The impact of TPQM and the Holistic Project Quality Management system (HPQMS) on having the Product-Fit Solution (PFS).

Course Description

In this course ,students are introduced to the most updated PQM frame through the following syllabus :

Lecture NO.	Lectures Titles
orientation lec.	Project Management quality plan and the Holistic Project Quality Management System . HPMOS introduction
Lec 1	the HPMQS principles and its impact on the PM life cycle
Lec 2	HPMQS role the preparation stage on the PM
Lec 3	HPMQS role the product-fit planning stage on the PM
Lec 4	HPMQS role the initiating project-fit stage on the PM
Lec 5	HPMQS role the Deliverable-fit Planning stage on the PM
Lec 6	HPMQS role the Deliverable-fit execution and M&R stages on the PM
Lec 7	HPMQS role the Deliverable-fit closing stage on the PM
Lec 8	HPMQS role the Deliverable-fit Testing -Accepted and Hand-over (TAH) stage on the PM
Lec 9	HPMQS role the Post - Implementation Review(PIR) stage on the PM
Lec 10	the Cost of the quality and PMQ tools

Learning Objectives

Well-defined the most update PQM Framework which is called (HPMQS) for the quality process and producing the resultant deliverables requirements and expectations which must be clearly stated and defined and continually managed and assessed to ensure that these requirements and expectations are fully realized and the product fit solution is delivered effectively and the achieve the highly level of superior success for the org.

Learning Outcomes

At the end of this course, each student will have the applicable knowledge the Framework of the Holistic Project management quality system and its modern life cycle that addresses the stakeholders needs and business excellency through full understanding the following elements

Management Objectives - what are you trying to accomplish through quality management?

PMQ Specifications - how is quality to be defined for your projects life cycle ?

Quality Consensus - how will these quality definitions be applied, approved and accepted?

Quality Control - how will quality be managed and measured as the project proceeds?

Quality Defect Correction - how will quality defects be analyzed, mitigated and removed?

Discussion Session

Once a week on line

Student Assessment

Weekly



The business and the org. success

The sustainable level of business excellency

Being an industry leader all over the world and sustain its success within a very tough dynamic business environment by developing and strengthening the management systems processes of an organization to improve performance and create value for stakeholders.

1- full understating the Business pain points

business excellency pitfalls as follows :

- 1- solving planned potential ,unplanned operational problems
 - 2- known and hidden opportunities
 - 3 -known and hidden threats
 - 4- meeting endless , unlimited customers requirements
 - 5- completion requirements
- And so on ...

2- Developing the business case

PTS : It describes the most effective solution that leads to sustainable organizational excellence.

To figure out the most effective the
Product -Fit Solution requirements
to achieve the business excellence

3-Setting the PFS success criteria

The most success criteria of the PFS:

1- covering
the BPP
roolty

2-
achieving
continues
improvement

3- adding
sustainable
values

4-selecting the most effective PFS mythologies

Some of the critical factors of determining the best mythology of implementing PFS like the required control level , the business impact with and without the BFS ,risk level and the budget , the availability of resources and capability of producing the PFS

**1- the current
operational
processes**

**2- initiating a
project**

**3-outsourcing
(service
provider)**



5- Developing The project - Fit solution (PFS)

By selecting the valid methodology as initiating a project which will deliver the right deliverables and fulfill the Success criteria of the PFS



Project Quality Management and project success

Project quality management

Quality is
delivering customer satisfaction by doing things right from first time

Project quality management includes all the processes, procedures and Tasks that are used to figure out the 'quality activities' and achieve the validation of the deliverables of a project.

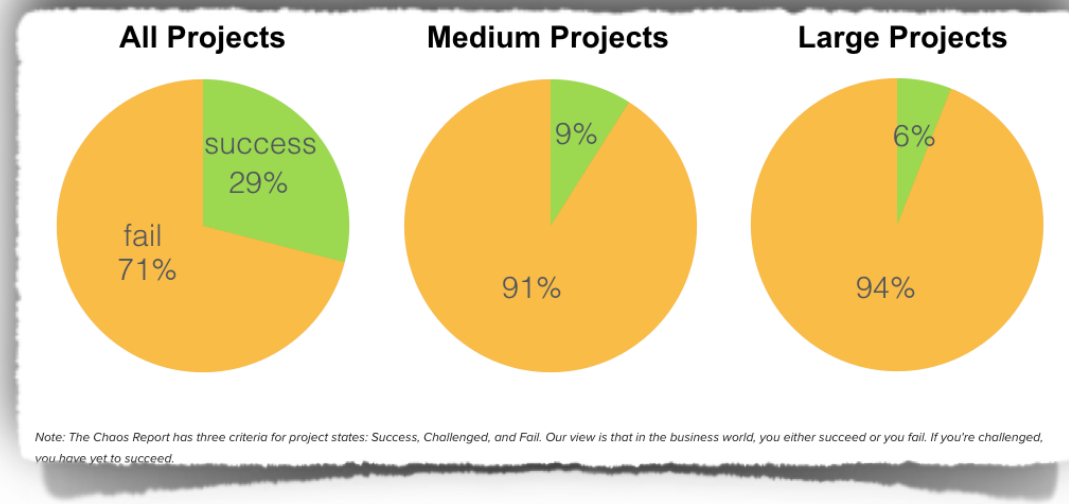
Project Quality Management ensures that quality is managed and maintained throughout a project.

So all the project that conducting PQM should be succeeded and the stakeholder are happy ...

why the project is failed (the orange zone problem)

the sad part of this story is that we are NOT getting better!

- 2013 - 31% of projects successful
- 2014 - 28% of projects successful
- 2015 - 29% of projects successful



Top 10 Reasons Projects Fail

The poor project quality will lead to :

1. Scope creep. ...
2. Unrealistic expectations. ...
3. Limited resources. ...
4. Poor communication. ...
5. Scheduling delays. ...
6. Lack of transparency.
7. A lack of clear goals and objectives,
8. poor communication and collaboration among team members, and
9. a lack of focus on risk management and quality control often lead to poor project performance
10. Less caring on customer satisfaction

Efficient project : when The PQM is working out of
box based on the **Big Q**

inEfficient project : when The PQM is focusing deeply
inside box based on the **little Q**

Trade-offs
between the
project scope,
time ,cost and
quality

Deeply
monitoring and
controlling to
fulfill the PMP

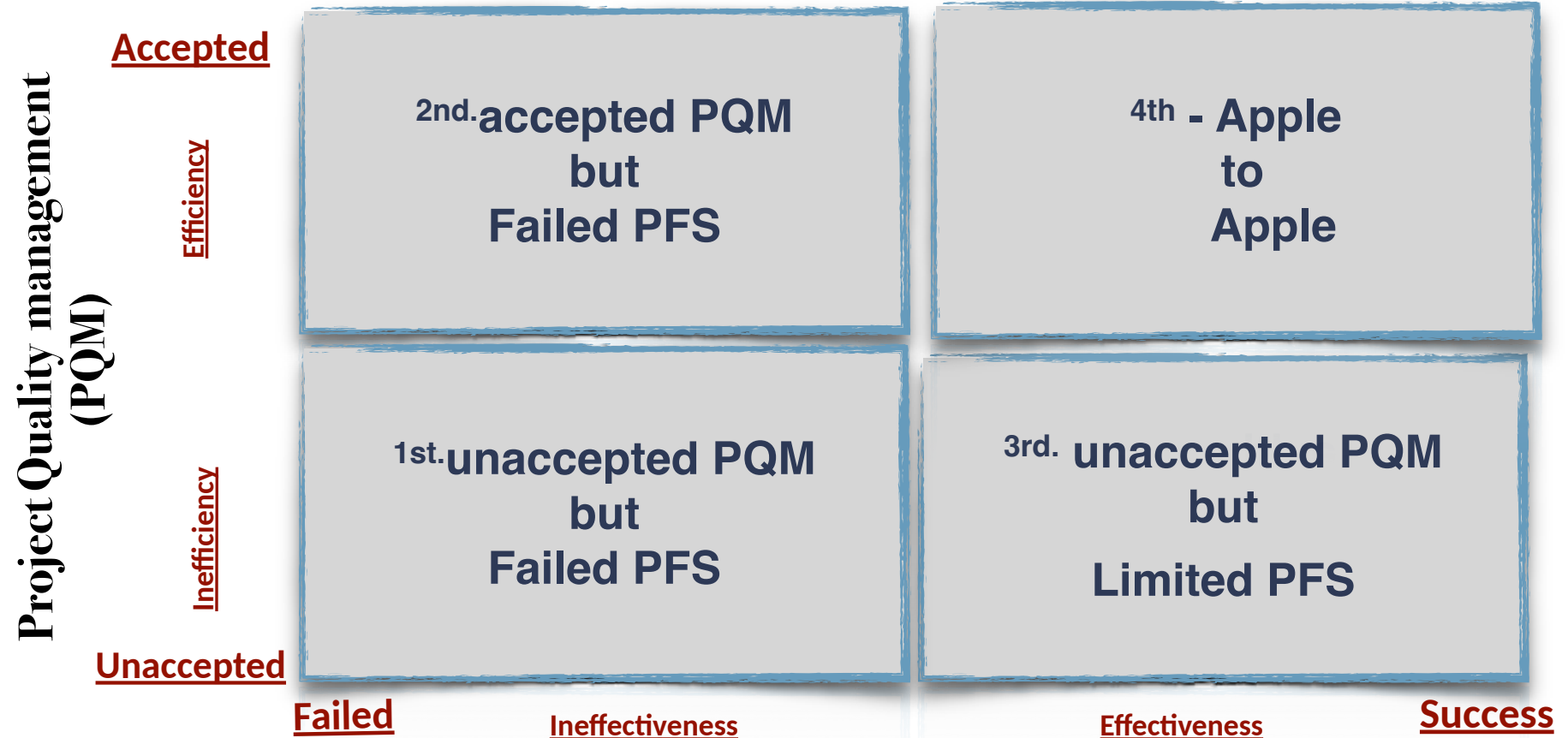
Producing the
required
deliverables in
the PC and...

Big full
stops

Effective PQM : is consistent and focused on achieving the strategic and commercial business objectives of a project (Task-oriented).

Ineffective PQM :
not proactive and do not anticipate problems to manage risks.
Inability to manage time properly(documentation oriented

The Relationship between the PM and PFS)



The Product-fit solution (PFS)

source: designed and developed by Dr.Mahmoud Ibrahim @2021



Project Quality Management and project success

Lec.

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the golden rules of the new approach

the project golden rule #1

The more planning time, the less execution time

the quality Golden rule # 2

The more details, the more success

• the new approach = #1 + #2

HPMQS = The more planning time with more details , the execution time with less failure



Section three:

HPMQS

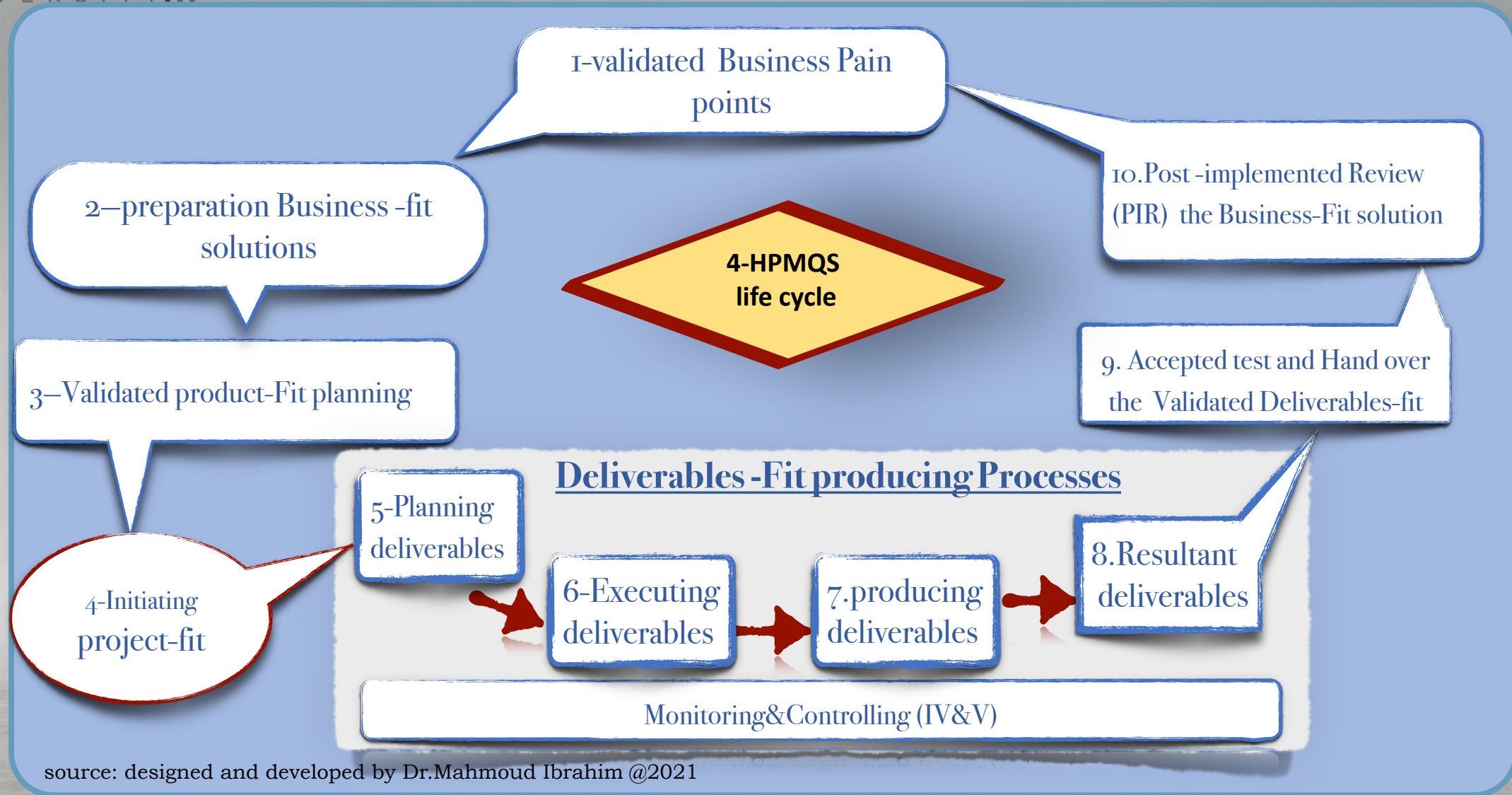
What is HPMQS

IT is a project quality system ensuring the project management efficiently is complying with company continuous improvement objectives by producing the effective product-fit solutions **that** :

Apple.satisfying the customer Pain-points

Appleadding a value to the business and

Apple.maximizing the succession rate of the projects in the future.





finally

The TPQM and HPMQS

The integration differences between TPMQ and HPMQs

	TPQM during PLC	HPQMS
Mission	: project planning by setting measurable objectives, identifying deliverables ,scheduling and planning tasks	PFS planning
Input	Is conducting through 5 stages of PLC	Is conducting through 10 stages
Processing	1 integration QP -with 1 project quality level	5 integrated QPs - within 6 quality levels
Output	-1 transformation from PC to produced deliverables -validation and verification activities and techniques are limited	-Achieving 11 Transformation actions -validation and verification activities and techniques are effective
Outcome (completion)	Ineffective BFS	Effective BTS

More details
More planing
Smart execution
High success



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Thank You

Glossary

BE	Business excellency
BPP	Business Pain-Point(s)
PFS	Business -Fit Solution(S)
PLC	Project life cycle
QP	Quality plan
TPQM	Traditional project quality management
HPQMS	Holistic Project Quality Management