



مجموعة جامعة
الجميع الذكية
للتعليم القابضة

MIDOCEAN
UNIVERSITY

Project Quality Management

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PMG354

Lecture 9: the First Apple (PFS)

The HPMQS and the new processes for ending the project execution phase .

“The transformation from the Readiness-deliverables into the Accepted-deliverables with effectively project value added (PVA)”

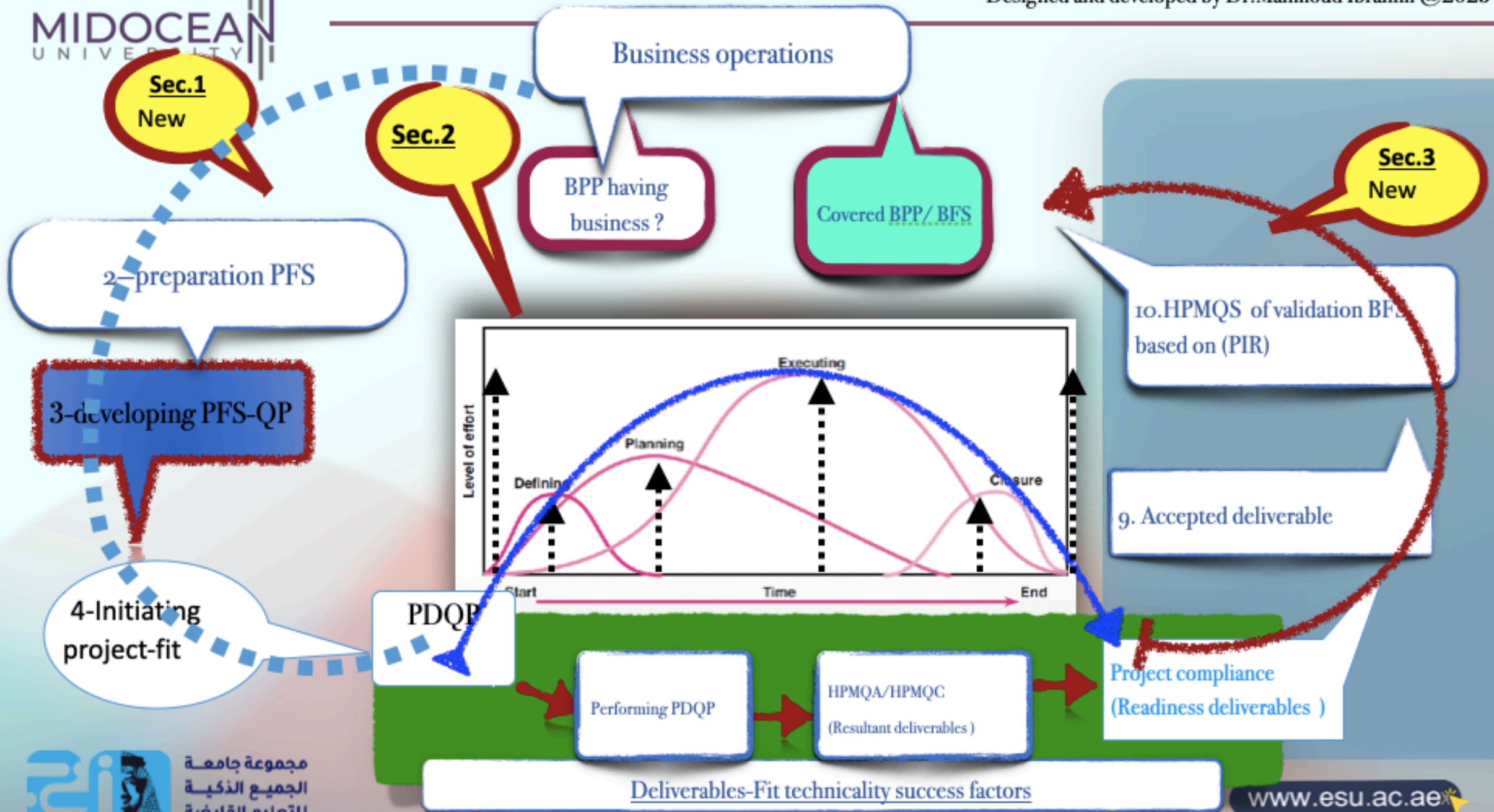
Welcome to the professional quality track

Hi, in EX- lecture

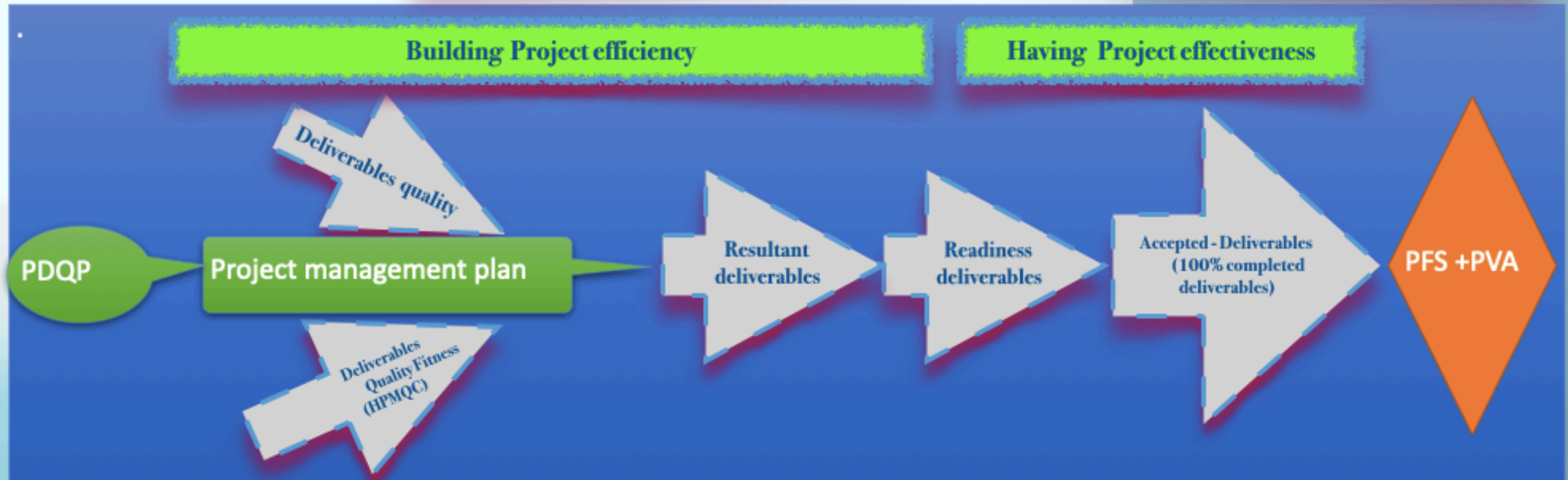
We did have the most efficient,
complained Readiness-deliverables

	Stage during	Description	Output
1st Validation process	Execution +early closing	Verifying execution by executing HPMQA (tracking and monitoring DFT execution) to validate the project scope	Resultant deliverables
2nd validation	Execution +early closing	HPMQC is verifying the final building deliverables' quality level to ensure compliance with PDQA standards .	
3rd validation	(Unofficial)Closing	To certify compliance with client requirements, the project manager validates the generated deliverables based on the project charter completion criteria.	Unofficial completed deliverables -Readiness deliverables -.
4th validation	(Unofficial)Closing	The project manager conducted an acceptance test with the customers to ensure that the deliverables were accepted and signed off on (100% official finished deliverables).	100 % accepted and completed deliverables "The project scope is totally validated "
Short-term benefit of the PDQP			Integrating the PFS with the extremely important PVA
5th validation	Post implementation	Post -Auditing PIC report	Integrating the BFS with the extremely important BVA
Long-term benefits of the PDQP			1-Covering BPP 2-customer satisfaction 3- sustain business success .

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The project building deliverables-life cycle (PBDLC)



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The Accepted-deliverables

They are the complained Readiness-deliverables that are transformed effectively through the acceptance test into the Accepted-deliverables, which are signed off by the customers and handed over after the phase review is conducted successfully

Lecture outline

1st section content :

- Introduction and the relationship between the Accepted deliverables and GCOQ

2nd section content :

conducting the acceptance plan

3rd section content :

The closing levels of the accepted deliverables

Section one :

**Introduction and the
relationship between the
Accepted deliverables and
GCOQ**

Acceptance plan

To answer this questions HPMQC with the project manager and the customers are applying the acceptance plan which is “the process of reviewing deliverables within the project and gaining the customer’s acceptance for each deliverable produced that they are 100% complete.”

Based on the HPMQS, we identified the acceptance criteria based on the BPP until the PDQP, which provides the basis for measuring the completion of project deliverables, prior to final sign off by the customer.

The lecture target is

the fourth validation question : Is your readiness deliverables accepted or not ?

Here the “Resultant deliverables” should pass the acceptance criteria of the acceptance test process

If the answer is yes , so we do have not only accepted signed off deliverables but also 100 %completed DF

So finally we have got the big (PFS) s

Why do we need the acceptance test ?

- 1-To ensure that your customer is satisfied with the deliverables produced by your project, you need to implement an Acceptance Management Process.
- 2-This process allows the customer to sign off on each deliverable in the project once it has been completed.
- 3-By allowing the customer to approve deliverables as 100% complete as you move through the project, you will substantially increase your chances of project success.

The aim of the acceptance process

1-To ensure that your customer is satisfied with the deliverables produced by your project, then you need to implement an Acceptance Management Process.

2-To increase your chances of gaining customer sign-off, you may wish to involve the customer in the acceptance testing process itself. This gives the customer additional confidence that the deliverables meet the acceptance criteria and that the testing methods used to determine the completion of each deliverable are comprehensive and effective.

The acceptance plan process

- 1.-This process allows the customer to sign off on each deliverable in the project once it has been completed. By allowing the customer to approve deliverables as 100% complete as you move through the project, you will substantially increase your chances of project success.
2. -Through a suite of Acceptance Tests, the Acceptance plan Process ensures that each deliverable produced by the project meets the acceptance criteria stated by the customer in the project's Acceptance Plan.
- 3.-The results of acceptance tests are documented on an Acceptance Form, which is presented to the customer along with the deliverable for final signoff.
- 4.-**Only after the customer has approved the Acceptance Form** is the deliverable considered 100% complete.
- 5.Throughout the execution process, the customer can monitor and control the acceptance of deliverables within the project by reviewing an up-to-date Acceptance Register.
- 6.The acceptance process is terminated only when the execution phase is complete.

The acceptance plan and the COQ

The cost of managing the defects and errors
(COQ)



COPQ
Failures Costs
(Nonconformity costs)
Working on product
effectiveness

COGQ
(Conformity costs)
Work on the process efficient



Internal failures

External failures

Prevention costs

Appraisal costs

Preventive cost or External Failures

prevention costs “Design quality approach” (prevent poor quality)

- The costs of prevention are the expenses that are related to any activity meant to stop an error or defect from occurring .
- Quality review and evaluation processes also create prevention the costs of all activities specifically designed to prevent poor quality in element.
- These costs can be divided into two categories: identify areas where errors can be removed or where quality-related processes can be improved

It is included all the costs of:

- whether those reviews are related to suppliers, products, processes, or people. Customer surveys, the creation of technical manuals, work to create and manage requirements and specifications, and the management of job descriptions can all lead to prevention costs
- Apple HPMQS (BPP stage- Preparation stage -Selective the fit project)

External Failures

External failures usually occur after products or services have been delivered, which means they are directly associated with customer dissatisfaction. External failures might include revenue losses associated with a reduction in sales because of the quality of products, services, systems, or information. Other types of external losses include expenses associated with repairs, returns, or rework associated with a customer complaint; expenses associated with warranties; or loss of revenue or sales because of customer ill will or bad word-of-mouth.



Section two :

**conducting the acceptance
plan**



2- Perform Acceptance Test

- 1-Schedule Acceptance Test
- 2-Complete Acceptance Test
- 3-Complete Acceptance Form
- 4-Request Acceptance Form Approval

Role	Responsibilities
Team Member	The Project Team is responsible for: - Producing the deliverables listed in the Project Charter - Informing the Project Manager that a deliverable is complete and ready for sign-off - Completing any remedial actions required to gain acceptance for a deliverable
Project Manager	The Project Manager is responsible for: - Organizing Acceptance Tests required to review the completion of deliverables - Ensuring that Acceptance Tests are comprehensive and effective - Reviewing the results of Acceptance Tests and identifying remedial actions needed to ensure that a deliverable meets the stated acceptance criteria - Involving the customer in the Acceptance Tests where appropriate - Completing an Acceptance Form to request acceptance for one or more deliverables - Presenting Acceptance Forms to the customer for sign-off - Communicating the status of customer acceptance to project stakeholders - Ensuring that the Acceptance Register is kept up-to-date at all times
Customer	The Customer is responsible for: - Taking part in the acceptance testing process if requested - Authorizing the Acceptance Form for final confirmation that the deliverable has met the criteria specified in the Acceptance Plan - Taking custody of the deliverable in its business environment

Acceptance plan Roles

1-conducting Acceptance Test

- If the Project Manager concurs with the team member that the deliverable is complete, **then** he will review schedule an Acceptance Test.
- He **might decide** to perform the test immediately or, depending on the size and complexity of the deliverable, he might wait until other related deliverables are complete and test the entire group of deliverables simultaneously.
- In any case, rather than waiting until the end of the Execution phase, we will perform Acceptance Tests as soon after completion of the deliverable as possible, to give us time to rectify any issues that arise.

2-Analyzing the results of the tested deliverables

Acceptance Tests are carried out to determine whether the deliverables meet the acceptance criteria stated within the Acceptance Plan. To this end, we have a variety of testing methods at our disposal to determine a deliverable's completion status, including a:

1. **Physical** inspection of the deliverable
2. **Third** party audit of the deliverable (up on the pre-defined approach)
3. Analysis of the **processes** used to create the deliverable
4. Review of the **time** taken to create the deliverable against the timeframes in the Project Plan
5. Review of the **cost** incurred in creating the deliverable against the original budget in the Financial Plan
6. Review of the **quality** of the deliverable against the quality targets in the Quality Plan

3-the customer assess the results and decided

After analyzing the deliverable and the results of the Acceptance Test provided by the Project Manager, the customer can decided :

- 1.**Share** by their own at Acceptance Test to ensure that the deliverable is actually 100% complete
- 2.**Request** further information about the testing activities and results
- 3.**Refuse** to approve the deliverable and raise a formal issue with the Project Manager
- 4.**Approve** the deliverable as 100% complete by endorsing the Acceptance Form

4-additional work Or retested may required

After the Acceptance Test has been undertaken, any additional work required to meet the acceptance criteria will be undertaken and the deliverable will be re-tested to ensure that it has achieved the required quality level and customer requirements .

This process continues until the deliverable is ready for final customer signoff. The project manager will **then** complete an acceptance form, describing the status of the deliverable and the nature of the acceptance testing activities undertake



Section three:

**The closing levels of the
accepted deliverables**

3-closing Acceptance process of the readiness Deliverable levels

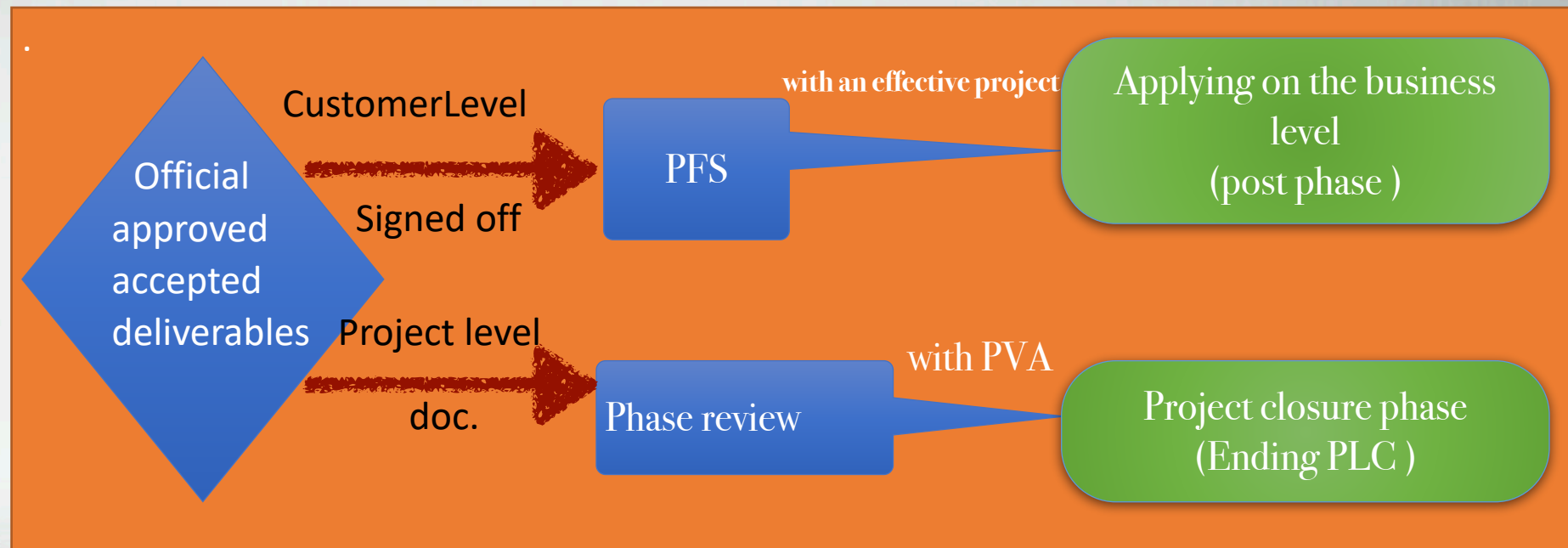
Level one : having the effective project

Based on the accepted deliverables by the following to start the hand over process and start producing the PFS on the business level :

1. The project manager
2. The customer
3. The HPMQS (having the PVA)

Level two :being Based on the PLC (ending the execution phase and get permission to start the closure phase) PVA

1. The project manager
2. The project sponsor



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First level: Having the PVA

1. Complete the Acceptance Form provided by the project manager
2. Review the AF by the customers.
- 3: Acceptance Form Approved by the Customers
- 4: Confirming the acceptance test validation by HPMQS

1-complete the Acceptance Form by the project manager :

Once the testing is complete and the deliverable is ready for sign-off,

1-the Project Manager which describes the **acceptance criteria** and the overall **results** of the acceptance test.

2-Throughout this Acceptance plan Process, an Acceptance Register must be kept up-to-date at all times, to enable the Project Manager to monitor and control the current acceptance status of every project deliverable produced.

3-Request Acceptance Form Approval by forwarding the completed Acceptance Form to the customer for sign-off

2- Review Acceptance Form by the customer

Upon receipt of the completed Acceptance Form, the customer will undertake their own analysis to decide whether or not to sign off the deliverable as 100% complete. The depth of the analysis will likely depend on whether the customer:

- 1.Has full confidence in the Project Manager's ability to produce deliverables that meet their requirements
- 2.Has taken part in the Acceptance Testing process and viewed each deliverable personally
- 3.Has received a documented set of Acceptance Test results proving that the deliverable is complete and meets their requirements as stated in the Acceptance Plan

3- Acceptance Form Approved :

With all your deliverables signed off on by the customer, you are almost ready to close the project.

1-informal Acceptance

an informal acceptance by the customer. It does not have an accompanying sign-off of completion or acceptance.

-It simply happens. Two situations fall under the heading of informal acceptance:

1-The first involves deadline dates at which the customer must accept the project as complete, whether or not it meets specification.

2-The second involves a project deliverable requiring little or no checking to see if specifications have been met.

2-Formal Acceptance

Formal acceptance occurs in those cases in which the customer has written an acceptance procedure.

This acceptance procedure requires that the project team demonstrate compliance with every feature in the customer's performance specification.

- A **checklist** can be used and requires a feature-by-feature sign-off based on performance tests.

4: The validation of the acceptance test of the HPMQS to have the PVA

1. Confirm the Completion Acceptance Test
2. Confirming that the criteria and resources outlined in the acceptance plan are still relevant and appropriate for the review.
3. Confirming the Scheduling the review with the customer.
4. Undertaking the review with the customer.
5. Confirm the Documentation of the results to present to the customer.

Second level: confirming the PVA

Level two : confirming the project's effectiveness

Based on the PLC (ending the execution phase and get permission to start the closure phase)

1. The project manager
2. The project sponsor
3. The project board

The PVA

means that it has received official approval from the project board to proceed to the closure phase with full customer acceptance and satisfaction.

Confirming the PVA

the deliverables being marked as complete in the Project Plan, phase review should be conducted

1-Conducting Perform Phase Review.

1. With all your deliverables signed off on by the customer, you are almost ready to close the project.
-But first, a phase review is undertaken to **ensure** that all of the required activities in the execution phase have been completed and the project is ready to proceed to the closure phase.
2. The project manager leads the completion of the phase review to ensure that the assessment is completed fairly and the result is accurately documented.

2-Complete Phase Review Form

- 1-The results of the Phase review are **collated** by the Project Administrator and **bound** into a single documentation set.
- 2-The Project Manager will then **summarize** the results of the review, by completing a Phase Review Form.
- 3-Once completed, this form should be **forwarded** to the Project Sponsor for consideration by the Project Board.

3—Seek Approval to Proceed

- 1-The Project Manager will **present** the Phase Review Form at a **board meeting** held specifically to discuss the current status of the project and decide if it is ready to close.
- 2-At this meeting, the Project Manager will present:
 - i)The original project vision, objectives, scope and deliverables
 - ii)The deliverables completed by the project to date
 - iii)The accomplished quality criteria and the actual results
 - iv)Any remaining issues or carryover work required
 - v)The acceptance test results and the customers feed back

4-The Project Board will assess this information

The Project Board will assess this information and reach one of the following conclusions:

1. Approve the project to proceed to the next phase of the project:
Project Closure
2. Request that additional activities are taken within the existing project phase
3. Delay, transfer or close the project

5: The acceptance deliverables are officially handed over

To ensure the PVA's success, the project manager preferred to begin handing over the officially accepted deliverables at the end of the execution phase or at the beginning of the closure phase after receiving official approval based on the results of the phase reviewed.

Output

Having the PFS plus PVA as follows :

- 1- the official accepted deliverable from the customers
- 2- official 100%completed deliverable from the project decision makers and full marked at the Project plan
- 3- official validated accepted deliverables from the HPMQS .



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Thank You

