



مجموعة جامعة
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للتعليم القابضة

MIDOCEAN
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Project Quality Management

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PMG354

Lecture 5: Developing Project Deliverable Quality Plan (PDQP)

Welcome to the professional quality track

Hi, in EX- lecture

Now that we have identified a project that is suitable for PFS with PVA, we must confirm that the project performance (TASKS and TEAM) will be compliant with HPMQS by developing PDQP.

Sec.1
New

Sec.2

Business operations

BPP having
business ?

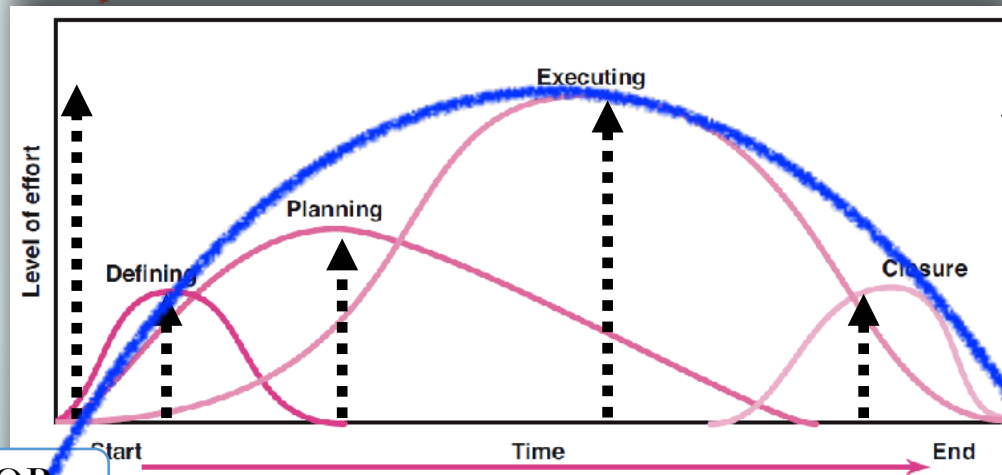
Covered BPP/ BFS

Sec.3
New

2-preparation PFS

3-developing PFS-QP

4-Initiating
project-fit



PDQP

Performing PDQP

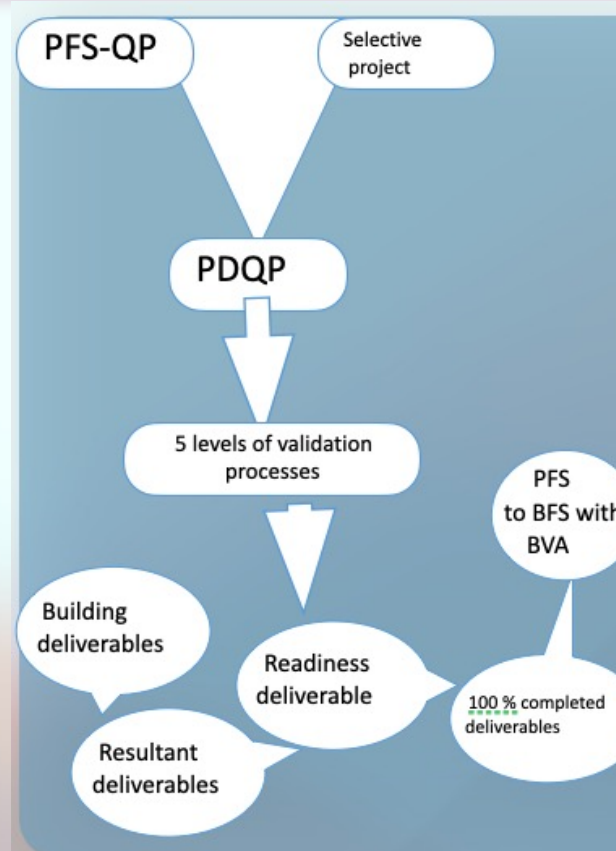
7.HPMQS validation i based on
project charter

10.HPMQS of validation BFS
based on (PIR)

9. HPMQS validation3 based on
DFAP

Deliverables-Fit technicality success factors

The root cause of the project success



Lecture outline

1st section content :

- The PDQP baselines

2nd section content :

Conducting of the PDQP

3rd section content :

Developing the performance standards of the PDQP



Section 1

The upgraded PMQP “PDQP”

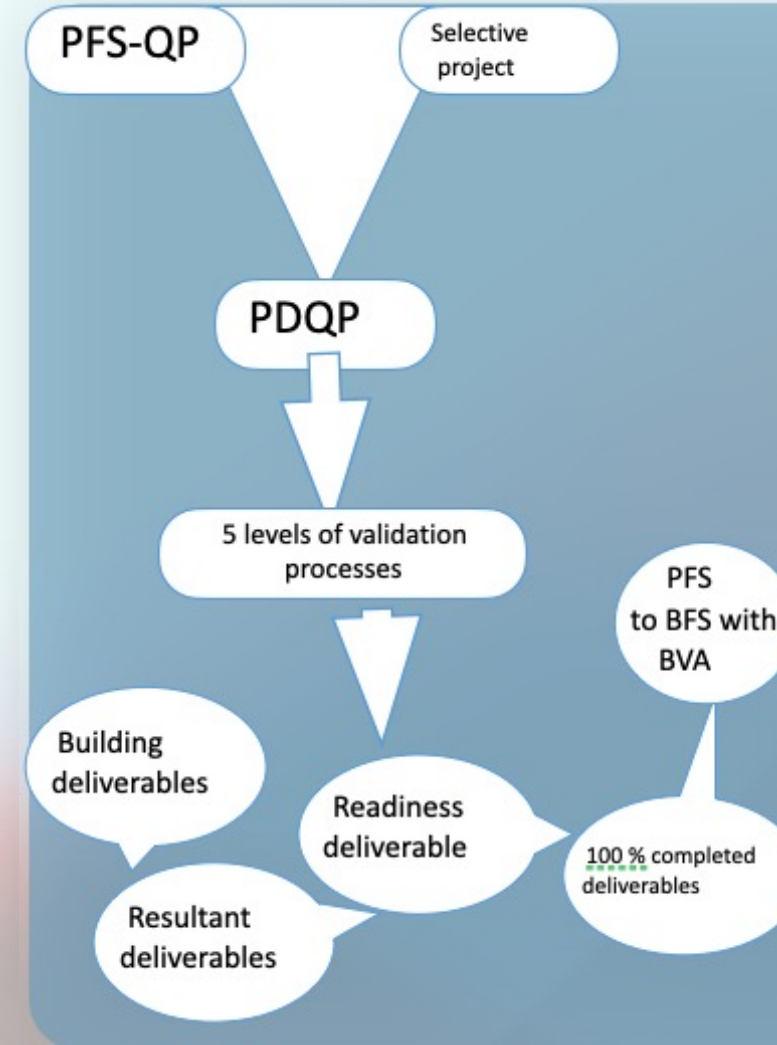
- Most Project Managers are aware that delivering projects within “time, cost and quality” is critical to their success.
- HPMQS defines quality as the extent to which the final deliverable meets the customer’s requirements and cover BPP

the difference between....

	The traditional PQP	PDQP
Meaning	is primarily concerned with meeting the critical project management process which are time ,scope and cost and meeting the quality requirements specified for this processes .	is primarily concerned with acceptance of the deliverable production process with documentation for the completed produced deliverables that have been formally accepted, and those completed deliverables that have not been formally accepted along with the reasons for non-acceptance.
Used technicality	PjT	DFT and PjT
Value added	None	BVA with PVA

What is PDQP?

Is the systematic process of transforming success criteria and success factors into quality standards to "Delivering Quality" by ensuring customer requirements are met by conforming the DFT to PFS-QP throughout the selected project and ensuring alignment with desired outcomes by achieving high-quality results.



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The impact of the PDQP functions on the BPP

PDQP functions	Based on what	The result
HPMQAP	1- verifying DFT <u>based on PQDA standards</u>	Having “Resultant deliverables”
HPMQCP	2-validating DFT <u>based on PQDA standards</u>	
PQP	3-validating the “Resultant deliverables” with its PjT <u>based on the project completion criteria</u>	Having “Readiness deliverables”
HPMQS -acceptance plan	4-“Readiness deliverables” testing acceptance of the “Readiness deliverables” <u>based on the acceptance criteria</u>	Having 100% official completed deliverables (PFS with the maximum PVA)
HPMQCI	5- Verifying and validating the DFT of the PFS <u>based on the business case success criteria</u>	Having BFS with the maximum BVA

the PDQP life cycle

1	Before the PLC :	integrating 4th planning stages of HPMQS with the PLC	For transforming the integration the DFT with PjT to outcome to 100 % completed deliverables
2	During the PLC :	Developing and merge HPMQAP and HPMQCP with the PQP	For monitoring and controlling the project execution phase for having the PFS with PVA
3	After the PLC :	Developing the HPMQCI	For validated the BVA from the BFS



PDQP Functions

HPMQAP

A systematic approach for verifying and regulating the PjT and DFT processes in project performance to produce acceptable outcomes from both the customer and manager viewpoints.

The benefits of the HPMQAP

- 1.-It is a collaborative documents as a set of preventive, which can be demonstrated to show the compliance level of applying DFT ,
2. provide confidence that project execution and its deliverables will fulfill PDQP .
- 3.It is the primary source of information that record how assurance of quality on the project execution and its deliverables will be verified , monitored and controlled.

HPMQCP

it is a systematic process of inspection and testing techniques and activities, focused on deliverables outcomes of the project (i.e., project deliverables and project management processes used to produce the outcomes), to monitor and record results of executing the corrective action from the HPMQAP.

The benefits of HPMQCP

- 1- producing the “Resultant deliverables”.
- 2-minimizing the rework
- 3- confirm the improvement of the deliverable building process
- 4- Tracking rework
- 5-Tracking the total number of errors fixed,

HPMQCI

After a project is closed, the role of quality continuous improvement is to

- 1- **Assessing** the project's outcomes and identify areas for improvement.
- 2- **Analyzing** the BFS performance against the defined PDQP standards, evaluating BVA whether the project achieved its desired outcomes, and identifying any gaps or opportunities for further enhancement



Section 2

Creating a comprehensive plan PDQP

1-Determining the DFT quality targets

The First step in planning the PDQP is designing proactive process, and procedures aim to :

1. **Verify** project quality targets based on the integration process between the DFT and the PjT.
2. **Prevent** defects and errors from occurring through various project activities such as planning, tracking, and so on
3. **Continuously** improve quality levels
4. **Ensure** maintaining compliance with the HPMQS success criteria and factors and the acceptance criteria.

2. Define the Project technicality (PJT) quality Targets

The second step in planning the PDQP is to confirm the pre-defined

1: project goal statement for the processes to be used by the project technicality

These goals must be described with very specificity based on more updated information about the company strategic goals, the voice of the customer, and the voice of the process.

2: project Quality goals and achievement success criteria of which many have two sets:

- 1: To produce efficient outcomes, which PVA
2. Each and every unit of process outcome should meet the identified PFS -QP process and procedures.

The PDQP targets

PDQP quality targets	Deliverable quality targets	Project technicality (PJT) quality Targets
Aims to	Effectively meeting the customer requirements and covering the BPP successfully	The project management plans are compliance with the project plan and the completion criteria
	Having superior BVA	Having PVA
The deliverable production process	The deliverable building process has almost no defects.	Rework is reduced by increasing the efficiency of the project execution phase.
Finished deliverables	Having the delivery 100% signed off and totally acknowledged by the customers (PFS)	Getting the (readiness deliverable)
ts role	Extended until the BPP is successfully closed.	After the project is completed,

3- identifying the PDQP standards

*To transform success criteria and success factors into quality standards, you can follow these steps:

1. Define Success Criteria: First, clearly define the success criteria for your project. These are the measurable outcomes that will determine whether the project is successful or not.

2. Identify Success Factors: Next, identify the key success factors that contribute to achieving the success criteria. These can include specific actions, behaviors, or resources that are necessary for success.

3. Develop Quality Standards: Based on the identified success factors, develop quality standards that **outline the specific requirements and expectations** for each factor. These standards should be measurable, achievable, relevant, and time-bound.

–**Activities** that must be fulfilled the quality levels and completed to a high-quality standard as a project considered most essential to its success or failure in order to achieve your project's goals.

4. Communicate and Implement Standards: Ensure that the quality standards are effectively communicated to all project stakeholders, including team members, clients, and management. Implement the standards throughout the project lifecycle and track progress towards meeting them.

5. Monitor and Evaluate Performance: Continuously monitor and evaluate the performance of the project against the quality standards. Regularly assess whether the success factors are being met and whether any adjustments or improvements need to be made.

6. Make Continuous Improvements: Based on the performance evaluations, make necessary adjustments to improve the project's adherence to the quality standards. This could involve refining processes, providing additional training, or allocating more resources if needed

PDQP standards are predefined during:

1. The preparation stage,
2. The PFS-QP, and then
3. The selective process of the project-fit

4-Identify quality level

The quality level that a project can achieve depends upon the efficiency

1-This helps in understanding **where** and **why** a process can go wrong and also assists in addressing those areas in the respective procedures.

2-This information also helps to determine **the different types** of reviews and audits to be performed and how often they will be performed during the project lifecycle.

The “garbage in”–“garbage out” philosophy works very well here. Hence, in developing the quality assurance plan, -it is very important that the project team understand the various processes to be used in the project.

HPMQAP

5-Scheduling the reviews and audits process of the HPMQA

1— The project manager and a HPMQS quality manager should fix a detailed timetable for all scheduled reviews and audits that will be used for assessing the PjT/DFT processes used in the project to achieve the project goals and to produce quality deliverables

2-This schedule should also be **documented** in the both the HPMQP and project plan

6-determining the HPMQA inspection techniques

Inspections are sometimes called gate reviews, process reviews, audits, and walkthroughs.

A **quality audit** is a structured, independent review to determine whether project activities comply with DFT and PjT as project policies, processes, and procedures.

-The objective of a quality audit is to identify missing, inefficient or ineffective policies, processes, and procedures in use on the project.

The subsequent effort to correct these deficiencies should result in a reduced cost of quality and an increase in sponsor or customer acceptance of the project's product.

Quality audits may be scheduled or random and may be conducted by internal or external auditors.

HPMQCP

7- Identifying and scheduling Tasks and Activities for “HPMQC”

identify the task and activities of the quality control team. The HPMQA plan should clearly :

- 1-explain the inspections and testing procedures for quality control,
- 2-their frequencies and
- 3-how they will be conducted at the various stages of the project lifecycle.

8- Determine HPMQC techniques include:

1-Peer Reviews

Asking team members to review each other's deliverables to control the **level of quality** achieved by the project. Peer Reviews will also allow you to identify any quality issues early in the Execution phase of the project.

2-Deliverable Reviews

You can plan and perform formal **reviews of deliverables** across the project to increase your likelihood of meeting the Quality Targets.

3-Documentation Reviews

Documentation reviews are similar to deliverable reviews, except that they involve reviewing the project documentation produced by the project.

4-Phase Reviews

At the end of each project phase, you should review the progress of the project to date and determine whether the project has met its stated objectives.

Regarding the efficiency of the PjT

9-very clear definition of the reporting system

1- you need to define the process for managing quality throughout the PLC phase of the project and not at the execution phase only .

2-It should include a **clear definition of the reporting system** for the outcome of the quality reviews and audits to measure the level of project performance (e.g. against schedule and budget) and conformance (i.e. to the management processes defined in the PDQP .

Regarding the project scope validation

10-confirming the scheduling of the acceptance tests and its conducting process

Next, schedule a suite of acceptance tests, which are undertaken to measure the percentage completion of each deliverable against the criteria specified.

To accept deliverables as complete for this project, we will perform the following acceptance test activities:

1. **The Project Manager** will be informed of the completion of the deliverable.
2. **The team member responsible** for that deliverable will request that an Acceptance Test take place.
3. **The Project Manager** will schedule an Acceptance Test with the staff specified in this Acceptance Plan.
4. **The Acceptance Test will be performed** and the results recorded on an Acceptance Form.
5. **If additional work is required** to complete the deliverable, the Project Manager will delegate the work required. Once that work is complete, the deliverable will be retested.
6. **If test results are satisfactory**, the Acceptance Form will be presented to the Customer Group for signoff.
7. **After gaining final signoff** from the Customer Group, the deliverable will be marked as 100% complete on the Project Plan and work on it will be terminated.

Regarding the PjT at execution monitoring and controlling

11-the PDQP supporting the project manager throughout execution processes

By following the guidelines and protocols outlined in the PDQP ,project manager can systematically monitor and evaluate the quality of the project deliverables and take appropriate actions to address any deficiencies or non-compliance.

-This helps to ensure that all project deliverables are thoroughly reviewed and validated against the defined CUSTOMERS requirements **before the project is closed**, thus ensuring that the desired quality standards are met.

Regarding the project's formal completion

12-PDQP role in closing the project (PCR)

The PDQA plays a crucial role in closing a project. Here are some key roles it serves:

- 1. Ensuring the completion of project deliverables:** The quality plan **outlines** the required quality standards for each deliverable and ensures that they are met before the project is closed. This helps to ensure that all project objectives have been achieved.
- 2. Conducting final inspections and audits:** The quality plan includes **procedures** for conducting inspections and audits at the end of the project. This helps to identify any remaining quality issues or deviations from the plan, which can then be addressed before closing the project.
- 3. Documenting lessons learned:** The quality plan **facilitates** the capture of lessons learned throughout the project. This includes documenting what went well, what didn't go as planned, and any recommendations for future projects. This information is valuable for improving future project performance and avoiding similar mistakes.
- 4. Transitioning deliverables to operations:** The quality plan **outlines** the processes for transitioning project deliverables to the operational environment. It ensures that the necessary quality checks and tests are conducted before handing over the deliverables to the operations team.
- 5. Closing out quality-related activities:** The quality plan provides guidance on how to close out quality-related activities, such as closing out non-conformances or addressing any outstanding corrective actions or improvement opportunities. This helps to ensure that all **quality-related issues** are resolved before closing the project.

Overall, the PDQP is essential for ensuring that the project is closed in a **controlled manner**, with adequate attention given to quality considerations. It helps to ensure that the project outcomes meet the **desired quality standards** and that any lessons learned are captured for future improvement.

Regarding after Poject's formal completion

13-The role of HPMQCI for having (BVA) _PIR_

The continuous improvement process may include gathering feedback from stakeholders, conducting post-project reviews, and analyzing data to identify trends and patterns. Based on the findings, actions can be taken to refine processes, address any weaknesses or bottlenecks, and implement changes to improve future project performance.

Additionally, quality continuous improvement can involve sharing lessons learned from the project with the wider organization or industry. This helps to disseminate knowledge and best practices, enabling others to benefit from the project's successes and avoid potential pitfalls in future endeavors.

Ultimately, the aim of quality continuous improvement after a project is closed is to leverage the project's outcomes and experiences to drive ongoing improvement, enhance organizational capabilities, and ensure that future projects deliver even higher levels of quality and success.(BVA)

The output (official blueprint for project success)

Having well-structured approved PDQP with performance standards for its components such as HPMQA, HPMQC ,the Acceptance plan HPMQCI as follows

	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 Abbreviations

abbreviations	Stands for
PjT	Project technicality
PQP	Project quality plan
PMQC	Project Management quality control
PMQA	Project management quality assurance
BVA	Business value added
PVA	Project value added
HPMQAP	Holistic project management quality assurance plan
HPMQCP	Holistic project management quality control plan
HPMQA	Holistic project management quality assurance
HPMQC	Holistic project management quality control
HPMQA/C	Holistic project management quality assurance and control
PDQP	Project deliverable Quality plan
HPMQCIP	Holistic project management quality continues improvement plan



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Thank You

