



مجموعة جامعة
الجميع الذكية
للتعليم القابضة

MIDOCEAN
UNIVERSITY

Project Quality Management

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PMG354

Lecture 1

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Lecture outline

1st section contents :

- the HPMQS role and impact of maximizing the project success rate
- its effective working mechanism

2nd section contents :

The first stage of the HPQS : Business pain point (BPP) stage

Lecture NO.	Lectures Titles
orientation lec.	Project Management quality plan and the Holistic Project Quality Management System . HPMOS introduction
Lec 1	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

The impact of the HPQMS :

For maximizing the the project success rate

And for having the most efficient P_dFS

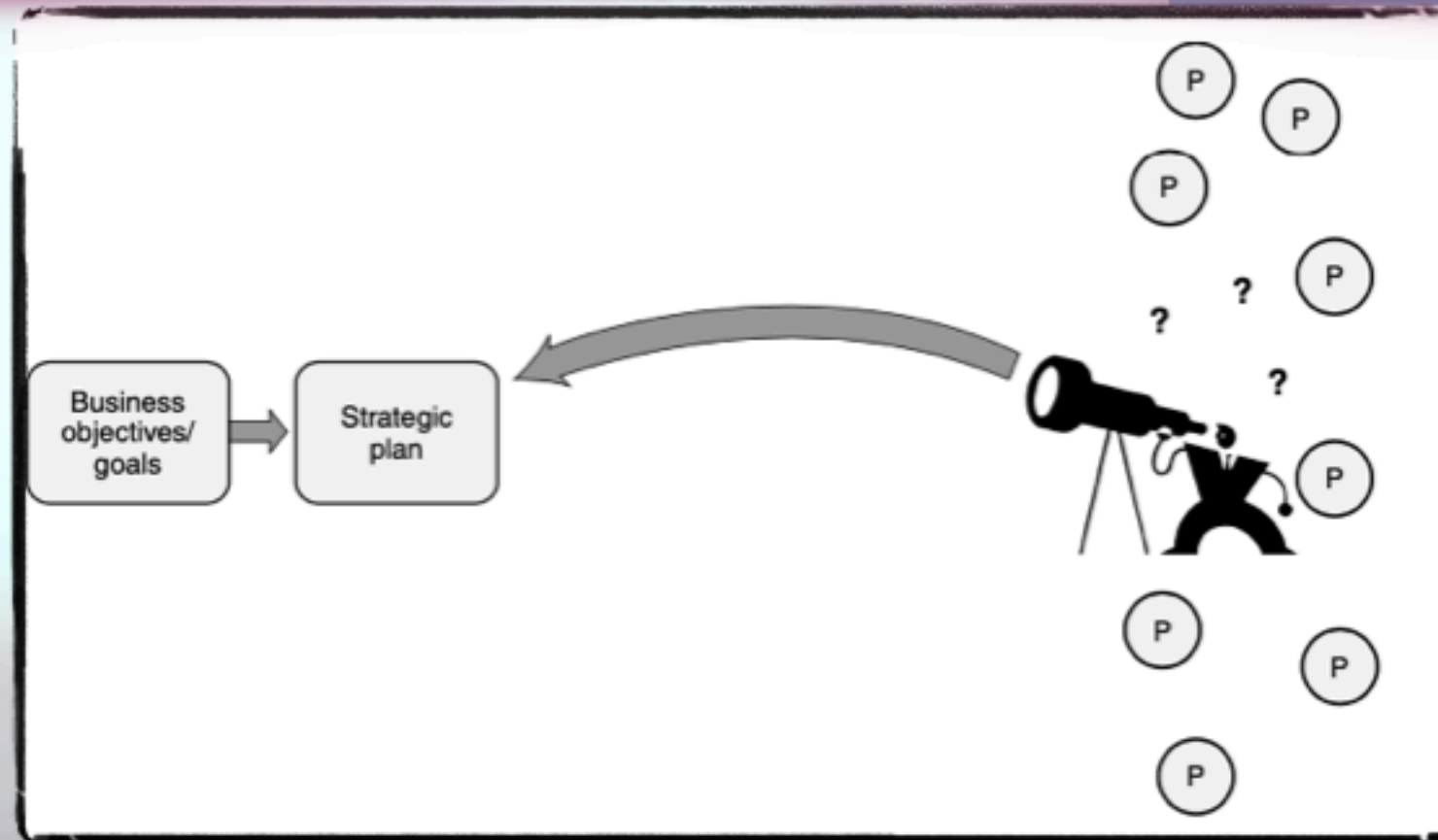
And for having the most effective BFS

HPMQS provides direction and vision for an organization when conducting a program or a project .

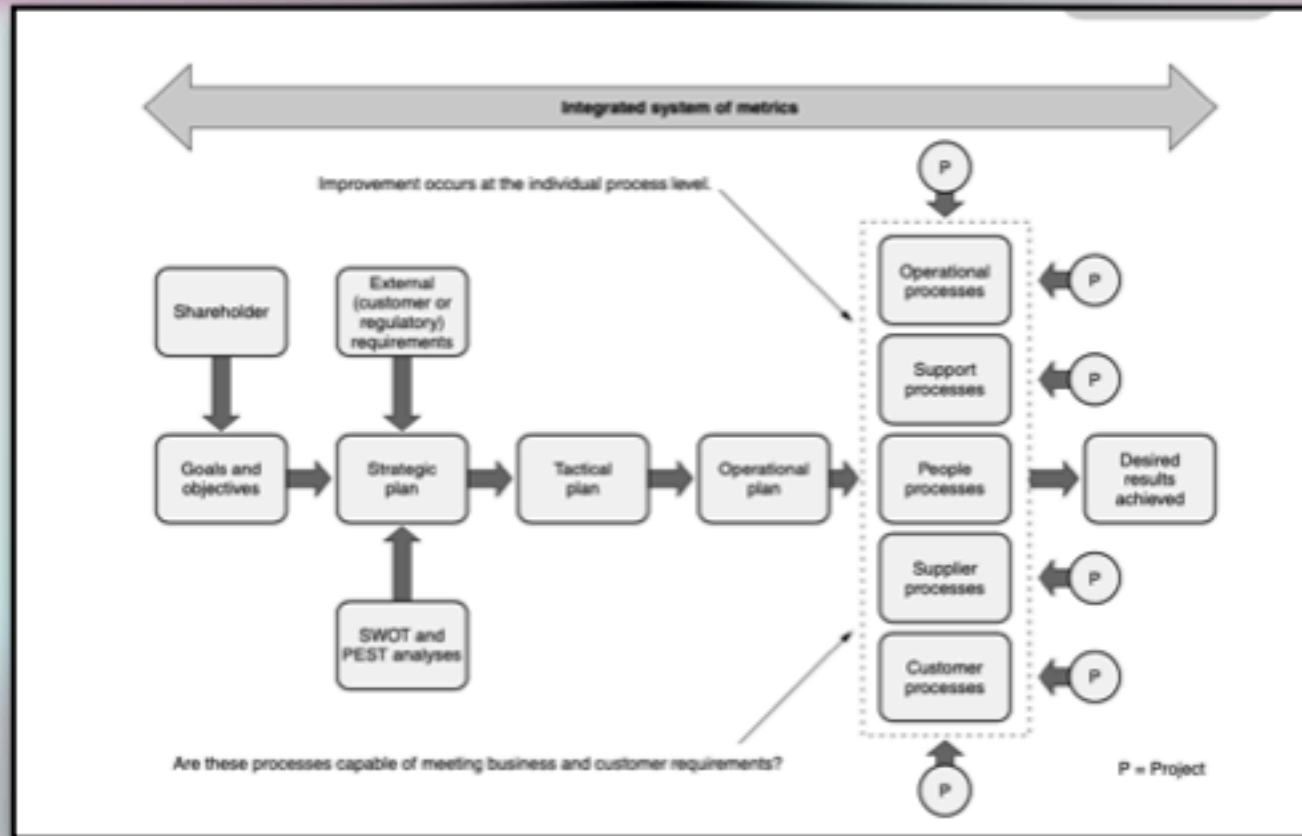
HPMQS is also responsible for creating an environment that promotes continuous improvement.

Thus, it's the responsibility of leaders to participate actively in quality management and ensure that quality is part of the organization's culture as follows :

The breaking between the strategy and the project



Driving results through alignment



How could it be done ?

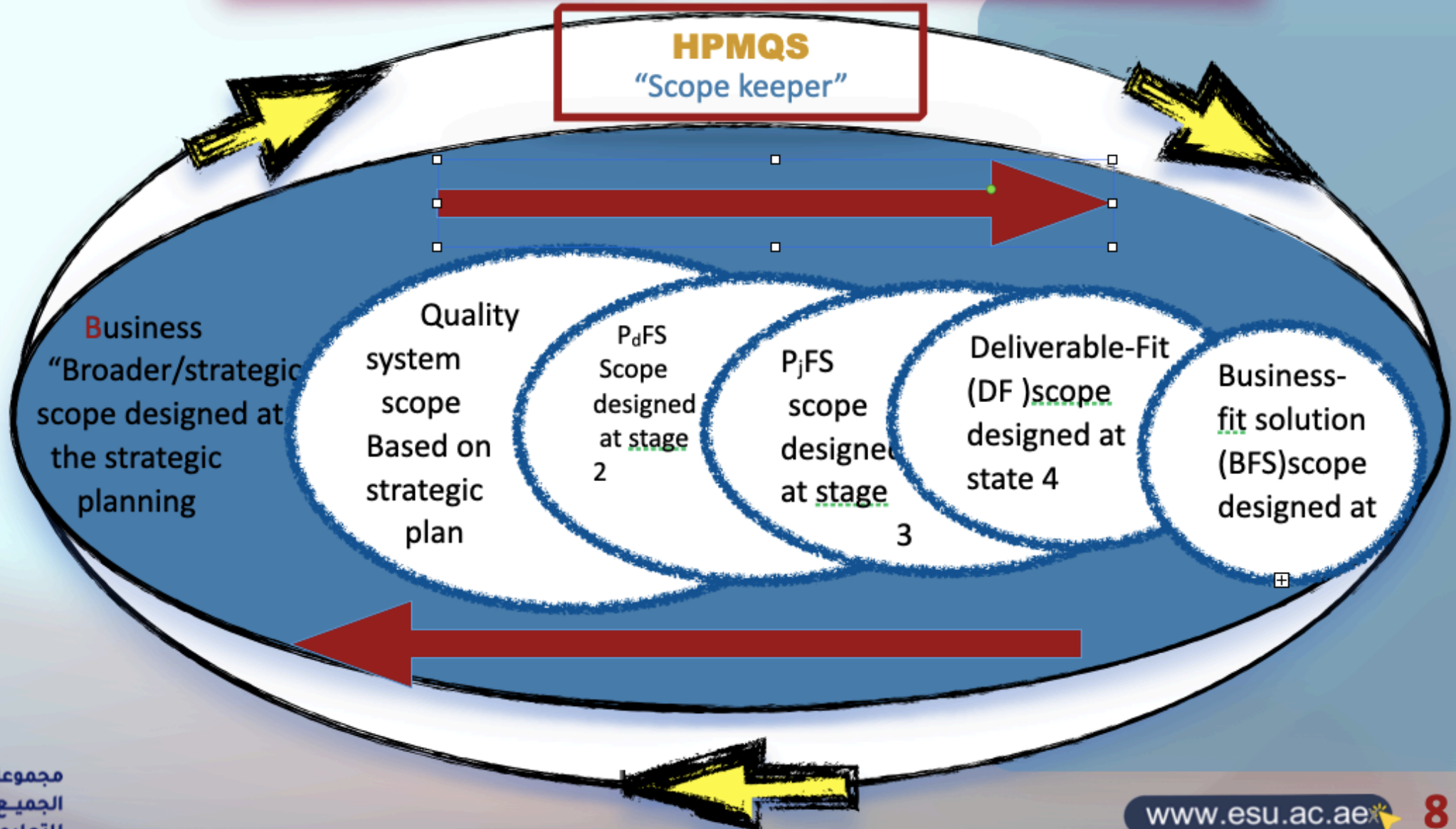
1- Alignment with strategic objectives

By integrating a project in a HPMQS program, we can ensure that the project is aligned with the strategic objectives and delivers value to stakeholders.

Furthermore, any relevant project constraints are derived from the broader business case, enabling the project manager to work towards a valuable outcome in the most effective manner possible, rather than being constrained by arbitrary or self-imposed limits.

2-HPMQ and the project scopes

Not just one scope traditionally but we do have 6 new scopes should be well integrated, monitored and controlled during the HPQMS Stages



3-Ensuring the selection of the right Fit-project at the right time

By managing two of the most critical selection processes during the HPQS life cycle :

The most critical Selection process	HPQMS life cycle	When	Based on the output
P _d FS	At preparation stage	During developing the Business case and the feasibility study	from the output of the BPP stage
P _j FS	At product fit planning stage	During developing the P _d FS implementation plan	From the o/p of the preparation stage

Having the right project fit with the maximum success rate before even start working on the project planning

4-Ensuring the selecting the right Fit Structure to the project management

It is not developed at the traditional project initiating phase but it should be designed and developed at the HPMQS stage 3 during planning for effective implementation of the PdFS so when we come up at the project initiating stage the org.Structure will be designed , this will lead to

1-select the most capable ,competence project team will clear reporting and information flow which both have a great impact on maximizing the success rate of the project

2- clear Managing the superimposition Complexity between the function and project management team

5-Benefits delivery

Holistic perspective on project success, with a **focus** on delivering value, **rather than** meeting constraints.

Adopting this approach can not only improve project outcomes but also bring greater fulfillment to the project manager's role.

HPMQS def. From the business perspective

HPMQS is a smart business strategy to enhance quality and improve compliance by ensuring continuous delivery of confidence in the organization's ability to consistently provide a product that meets customer and applicable legal and regulatory requirements to sustain the business's success.



Section two

***Transforming and updating
the traditional QM
principles (established mid
1990)***

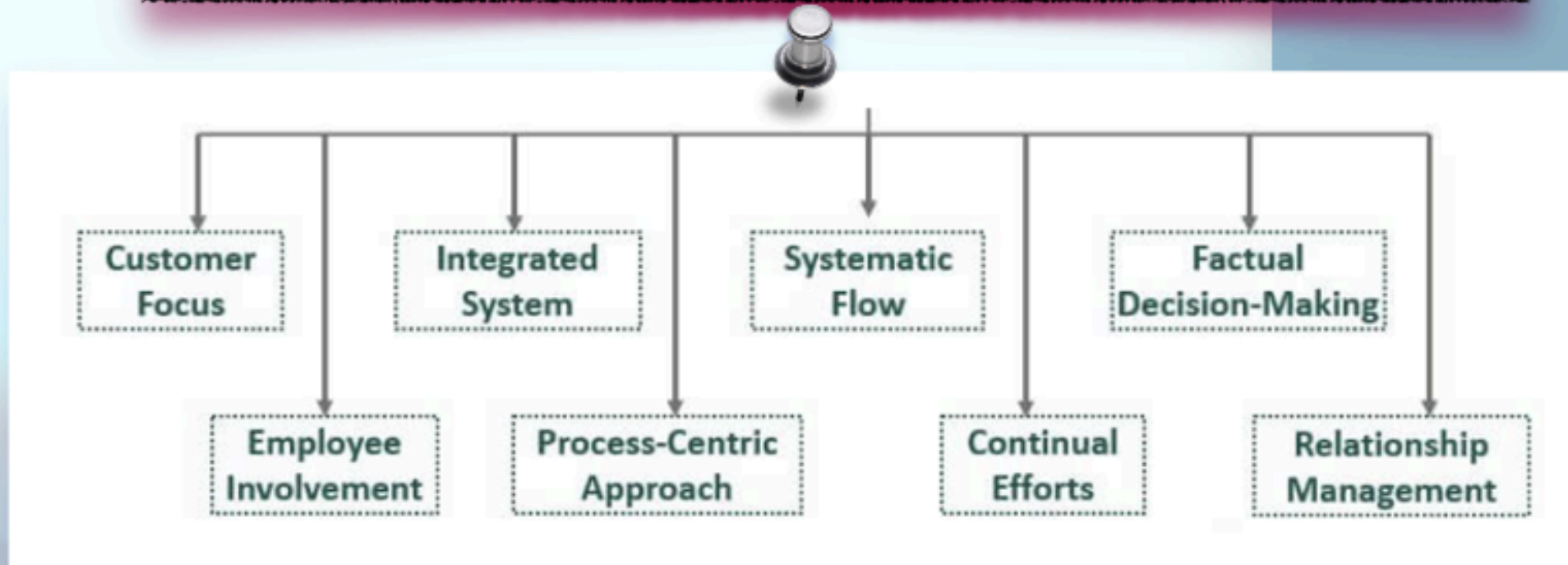
Business strategy based on the Quality principles leads to the HQS

a set of guidelines for businesses looking to improve their overall performance. It focuses on **(quality Principles) eight key areas**: customer satisfaction, leadership, engagement of people, process management, continual improvement, business results, and supplier relationships.

– The standardization of management approach based on them will continue driving global improvement and process excellence worldwide.

BUT

The HPQMS mechanism based on the advanced QM principles



1- Customer Focus (Customer satisfaction)

Traditionally ,organizations did establish this focus by trying to understand and **just meet** their customers' current and future requirements and expectations.

But now ,Every organization strives to serve only one purpose, customer satisfaction through quality products and services.

2-Employee involvement



stakeholder involvement

from involvement of people: Organizations succeed by retaining competent employees, encouraging continuous enhancement of their knowledge and skills, and empowering them, encouraging engagement, and recognizing achievements.

management, become more responsible for assessing the quality of the products and services at their quality levels and taking on their consideration their customers acceptance criteria by creating an healthy environment where their employees (internal customers) will feel empowered in satisfying the external customer .

Therefore ,organizational communication plays a vital role in boosting employee outstanding performance and effective involvement to exceed the customer expectations.

3-From Leadership principles **to** Integrated System

Having an integrated system is a must for an organization to implement a QM strategy **across** its all business processes based on when leaders (TML) establish and maintain the right internal environment in which employees can become fully involved in sharing and achieving the organization's unified objectives To produce quality products and services. This will lead to **meeting or exceeding consumer expectations as well.**

(Being a flatter organization structure)

4 – Process-Centric Approach **TO** Process-led thinking

Process approach: Organizations enhance their performance when leaders manage and control their processes, as well as the inputs and outputs that tie these processes together.

Process-led thinking: A product or service reaches the market after passing through different processes. It means it is monitored and assessed at each production level and not only at the final stage. Process-led thinking is a sign of an effective QMS to **exceed the customer expectations**.

5-From System approach to management **TO** Systematic Flow

System approach to management: Organizations sustain success when **processes** are managed as one coherent quality management system.(what about the product and service)

Systematic Flow :all about **integrated** the QMS with the strategic planning to achieve quality excellence and business objectives. Thus, considering a systemic flow would ensure the products and services are **passing** through every stage in the quality production process to **exceed the customer expectations**.

6-From Continuous improvement To Continual Efforts

Continuous improvement: Organizations will **maintain current levels** of performance, respond to changing conditions, and identify, create and exploit new opportunities when they establish and sustain an ongoing focus on improvement.

Continual Efforts

Quality improvement should be a continuous process. For the QM approach to prove effective, people at **every level** need to be alert in being regular with quality checking to **exceed the customer expectations**.

7-Factual Decision-Making

Factual approach to decision making: Organizations succeed when they have established an evidence-based decision making process that entails gathering input from multiple sources, identifying facts, objectively analyzing data, examining cause/effect, and considering potential consequences.

Factual Decision-Making

The organization must make fact-based decisions because every employee is participating in the quality evaluation processes. Analyzing the organizational performance using performance data, such as sales, profit, and customer retention and acquisition could result in more accurate decision-making to **exceed the customer expectations.**

8- From keening on supplier relationships To Relationship Management

Mutually beneficial supplier relationships: Organizations that carefully manage their relationships **with suppliers and partners** can make positive and productive involvement, support, and feedback from those entities.

Relationship Management

A well-maintained relation with **stakeholders** like customers and employees will ensure proper quality control procedures and honest feedback. With QM, organizations can establish effective communication with all of them and implement result-oriented changes too **exceed the customer expectations**.

Putting it all into practice

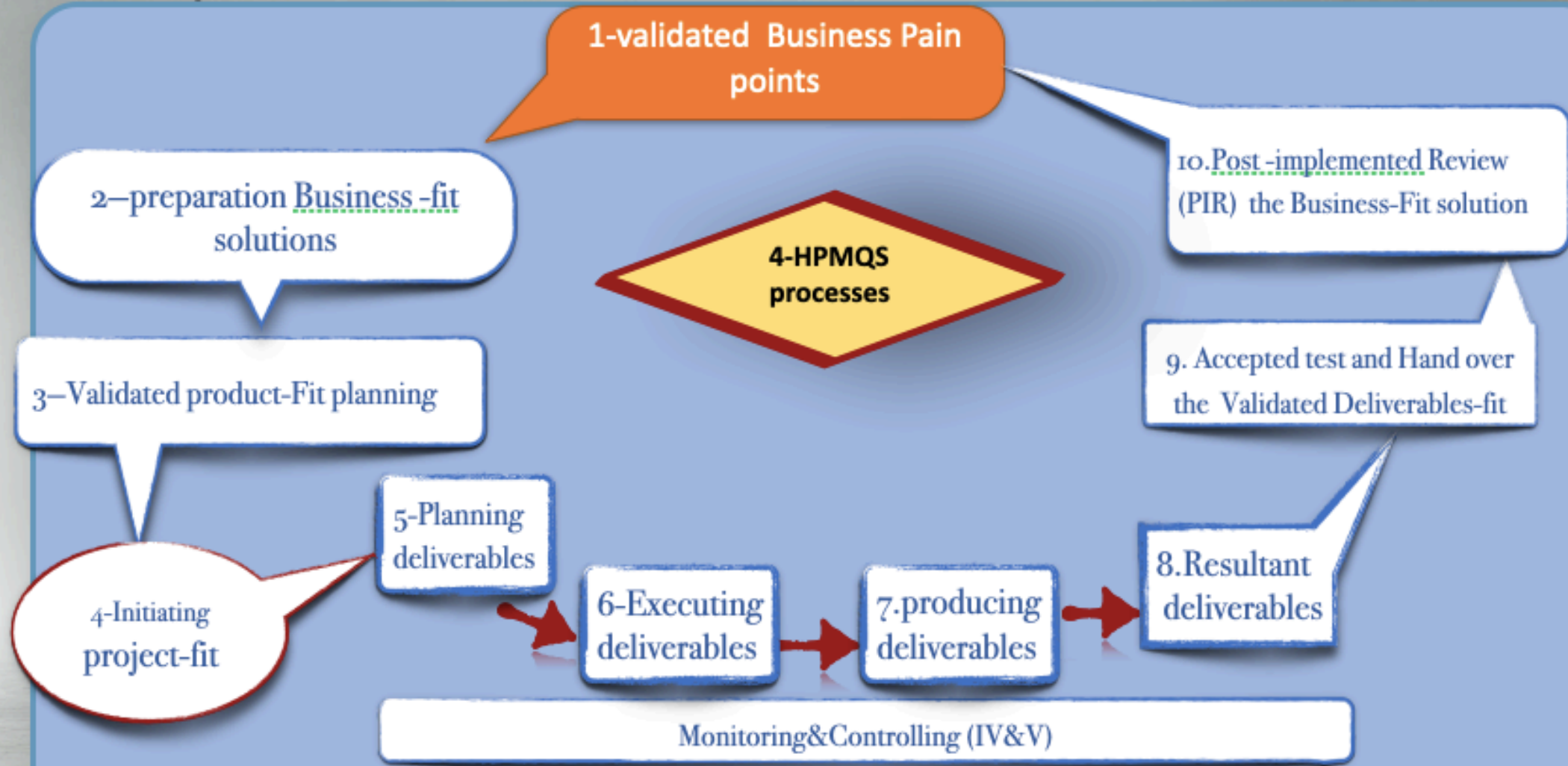
The advanced eight quality integrated principles have far-reaching impact on the total operation of an organization.

By them ,HPMQS provides the integration processes to not only activate quality processes but also makes it easier to deploy them across an organization's entire value chain, impacting the opportunity for success from top to bottom.



Section two

The decomposition of the Raised BPP



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

1st HPMQS stage : (Business Pain Point) BPP

Confirming the deeply understanding the emergency of the case before any move forward action of the BPP

CONFIRMING the validation of how far the BPP fit to the org.policy and governance
(keep on org .strategic scope) based on

The importance of this stage

The executive committee (managing director and GM) need :

- To identify the big why and big what and Big who of well managing the BPP
- To determine the hi level the future PFT that should solve the PP
- To determine the benefits that should be delivered based on covering that PP (this is the potential BFS)
- **To confirm being on the strategic scope of the org.**

This will lead to the required -boundaries - of the coming required work packages (WP) -based on HPMQS we do have 10 WPs- should be well managed -.

HMPQS CONFIRMING THE FOLLOWING :

NO. Level I	HPMQS STAGE	processing	the holistic quality system role	o/p	Transform ation action
1st	BPP stage	breaking down and analyzing the business impact of BPP verification and	validation the by QMS <u>(the real starting the project planning)</u>	alignme nt and valid of BPP (valuabl e)	From raised BPP to valid BPP with its <u>BFS success criteria</u>

1- Ensuring the Addressing the real time impact

well address the real impact of PP on the current business sustainability and its capability of delivering the product and serviced its ability to achieve the company vision ,mission and its strategic objective
(As Brainstorming work shop)

2. well- Identify the Root Cause

First, you need to determine the root cause of the problem or opportunity by analyzing the environment within which it has arisen. For instance, the root cause of a problem or opportunity may be related to:

1. Changes to the business vision, strategy or objectives
2. Newly identified competing products or process
3. Opportunities resulting from newly introduced technologies
4. Commercial or operational trends that are driving business changes
5. Chances to legal, regulatory or other environmental requirements

3-Describe the Problem

Next, document the problem in detail by listing the:

1. Reasons why the problem has arisen
2. Elements that have created the problem (e.g. human, process, technology)
3. **Impact** the problem is having on the business (e.g. financial, cultural, operational)
4. **Timeframes** within which the problem must be resolved

Examples of business problems that require projects to solve them include: inefficient business processes, outdated technology, poor customer satisfaction, low profitability and increases in competitor market share.

4-Describe the Opportunity

If the project is being formed to realize a business opportunity (rather than solve a business problem), then you will need to:

1. Describe the business **opportunity** in detail
2. Identify why and how the opportunity has come about
3. List the **timeframes** within which the opportunity will exist
4. Define the **impact** that realizing the opportunity will have on the business

5-Align to Goals and Strategies

Goals describe where the organization wants to be in two-to-three years. Strategies provide guidance in how to reach the goals. this ensures that the right work is selected. If a project does not align it should not be approved.

When comparing projects, it is possible to compare project alignment. Some projects align to multiple goals and strategies.

Some projects take the organization further toward reaching the goals and strategies. When you compare the Business Case of different projects, you can use alignment (along with business value) to determine the overall project priorities.

6- developing options

Based on the BPP study , after the steering committee agree on impact and the severity of the BPP ,they come up with some fit and **well identified options** to not only cover the PP (short term solution) but also to sustain business success (long term solution).

Note :

The justification and description will be used later on as:

1- BFS success criteria as an input of all HPMQS life cycle

2- this is the real start of the project planning success

3- hi level of predefined the coming future baselines of P_DFS and P_JFS as :

the time, cost ,quality ,scope, procurement ,communication ,risk ,constrains ,issues ,key milestones ,resources , acceptance criteria ,assumptions

7-getting the sign off and the official approval

After coming up with the well identified options

1- the business committee agree on them based on how far the impact off PP on the to the business success .

2-end up by Board of Directors' immediate approval for selected valuable option to the business to move to the next level

8-HMPQS on the BPP check points as

- 1- ranked the severity of the BPP
- 2- ranked the most aligned (fitting) sever BPP with the ORg. Policy and governance
- 3- confirmed the fitting org. Structure for managing the BPP (
- 4- confirmed the validation of the WP(s) structure for managing Effectively the holistic PM
- 5- confirmed sharing the stakeholders interactions and activities during the analyzing the BPP
- 6- determine the impact role of PM on covering the BPP in case of success or failed and on the business sustainability
- 7- confirmed the usage of the LL for the other similar BPP

O/p

(BFS success criteria)

Having the right BPP with its analysis file attached with the solving or covering approved well identified options with their clear impact on the business success sustainability

Question

What is	Stage transformation	Scope transformation	Team transformation
Question	From mentioned BPP to vailed applicable BPP	Aligned the vailed BPP with the strategic company scope	Its functional role of the steering committee managing directors and GM
Answer	Yes	Yes	No



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Thank You