



مجموعة جامعة
الجميع الذكية
للتعليم القابضة



Project Planning

Lecture 5

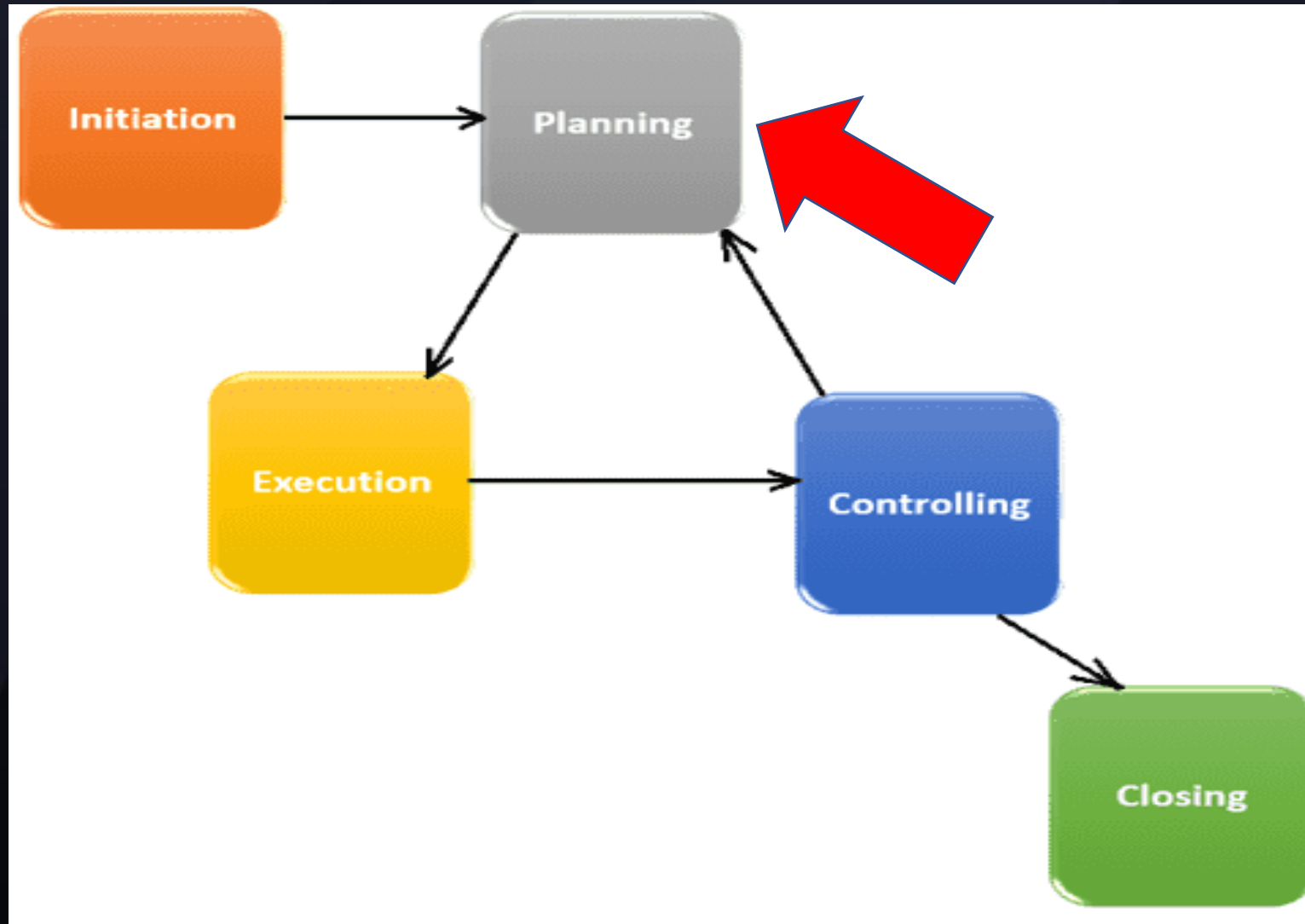
PMG202

Project Planning- Quality management

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Project Planning

Once a project is selected for execution, the structural project planning approach prescribes that the project get planned in detail prior to the actual start of the project.

Project planning consists of 4 main stages:

- 1. Risk Management**
- 2. Quality Management**
- 3. Human Resource Management**
- 4. The Project Schedule, and budget**



Learning Outcomes

At the end of this chapter, students should be able to:

- Define the term quality.
- Explain why quality is important
- Identify the determinants of quality.
- Describe the quality requirements.

The concept of total quality management

The concept of total quality management

The total quality management is a course of action that attempts to increase an organization's ability to compete through continuous improvement of its products, services, people, processes, and work environment.

The importance of quality management

The importance of quality management

- Quality is associated with **productivity and production improvement**
- It is **comprehensive** in all fields
- Develop **leadership and management skills** for future leaders
- Increase work and **reduce waste or loss**
- **Optimal use** of material and human resources

The principles of quality management

The principles of quality management

The principles on which quality management is based are:

- Focus on **identifying the needs and expectations** of beneficiaries and striving to achieve them
- Emphasize that **improvement and development** is a continuous process
- Focus on **teamwork**, not individual
- **Make decisions** objectively **based on facts and data analysis**
- **Enabling workers** and motivating them to take responsibility and giving them confidence to perform work.

Quality management objectives

Quality management objectives

- A change in the **quality of performance**
- Motivation for **excellence, showing creativity**
- Develop **work methods**
- Improving **workers' skills and capabilities**
- Strengthening **loyalty to work in institutions**
- Encouraging **participation in the activities** and events of the project
- **Improve work environment**

Quality Control Vs Quality Assurance

Quality control (QC)

- It is the group of activities and efforts exerted by all employees that allow achieving the standard levels of quality
- It is a process in which the **outputs are evaluated** based on specific criteria, and then the necessary **corrective actions** are taken to correct the output of the project when the service or product does not achieve those criteria.

Quality assurance (QA)

- It is the process through which **a specific and regular plan is developed** to prevent any problems in the quality of the product or service.
- The plan includes:
 - defining product or service specifications,
 - continuous review and follow-up of product performance,
 - monitoring and examination.
- Quality assurance requires **a quality management system**

Quality assurance (QA)

Requirements for achieving quality assurance

- Full commitment of senior and middle management to implement plans and continuous development
- All project employees are convinced of the work strategy and play a major role in achieving quality and ensuring its continuity to achieve the objectives
- Spreading and adopting a culture of quality in society

QC Vs QA

Quality Control and Quality Assurance Comparison Chart

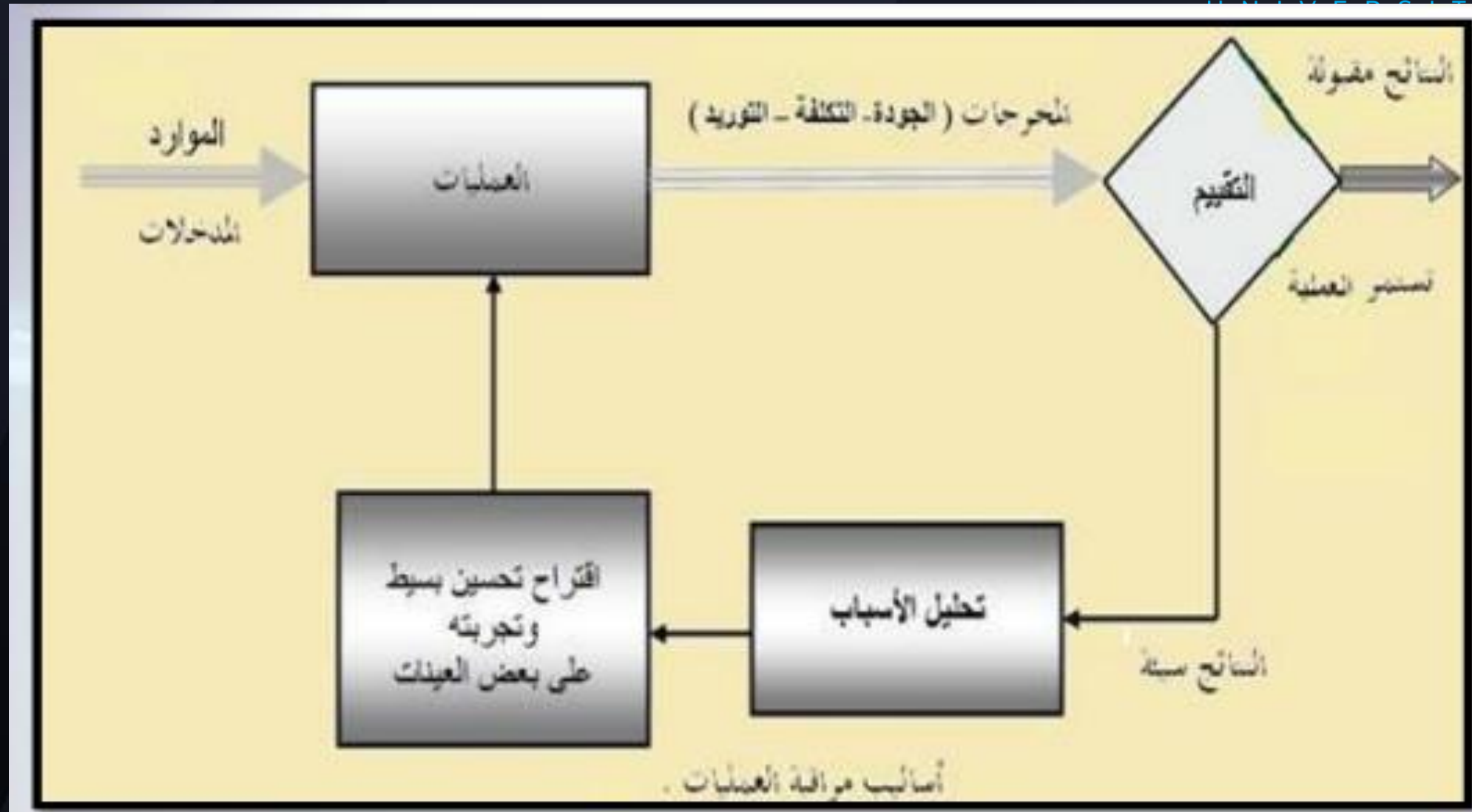
QA	QC
A managing tool	A corrective tool
Process-oriented	Product-oriented
Proactive strategy	Reactive strategy
Prevention of defects	Detection of defects
Everyone's responsibility	Testing team's responsibility
Performed in parallel with a project	Performed after the final product is ready

Elements of integrated quality control

Elements of integrated quality control

- Develop **service specifications** according to customers' **wants**
- Quality control of **raw materials**
- Adjust the quality of service **during operation**
- Quality control of **the final product/service (outputs)**
- Quality **control of product/service after sales**
- Quality management and represents all **the administrative aspects** related to raising and improving the quality level (training, motivation, marketing---etc.)

Elements of integrated quality control



Quality Policy

Quality Policy

It is a **policy or framework** that directs the practices and behavior necessary to **achieve quality in the system**.

This policy should be applied by **all members** of a particular system on a regular and continuous basis.

The quality policy should include:

- The organizational structure of quality in the establishment, including: the rules and responsibilities that regulate work
- How to determine the (customer's) need, impressions and satisfaction with the product or service

Quality Policy

Elements of the quality policy:

The institution seeks to meet the client's needs, considering the technical (specialization) and economic (cost) sides, through:

- Provide **quality management** system and **work method** or **system operation**
- Ensure that **inputs meet specified performance** and efficiency standards
- **Systematic implementation of error prevention** as well as continuous improvement over time in the project

Project quality standards

Project quality standards

1) Input

Examples of the elements that are focused on to ensure the quality of inputs in the project:

- Quality of **project selection and development**
- The quality of **the human resources** in the project
- Quality of **preparation of infrastructure and equipment**
- Quality of **training programs**

Project quality standards

1) Input

Elements of focus to ensure the quality of project selection and development include:

- The selection criteria should be specific
- That the training content for building the capacities of institutions be appropriate and interconnected with the vision and mission of the project

Project quality standards

1) Input

The elements that are focused on to ensure **the quality of human resources and the selection of those responsible for the implementation of the project** are as follows:

- **Criteria** for hiring, evaluation and classification
- **Professional development and rehabilitation**
- **Retain of project staff**

Project quality standards

1) Input

Elements of focus to ensure **the quality of infrastructure and equipment** include:

- **Basic equipment** (buildings - communications - services) or computers
- **Networks** (electricity - water - sewage - natural gas) or the internet
- **Technical support**
- **Providing financial support** for services

Project quality standards

1) Input

Elements that focus on ensuring the quality of **training programs** include:

Shifting from focusing on standard training to focusing on application and learning while providing what guarantees the quality of training and learning, including:

- Cooperate with **project partners and experts to choose effective training content**
- Measuring **the effectiveness of the training** through the opinion of the trainees before and after the end of the training
- Measuring **the suitability of training** for the labor market

2) Output

- o Existence of **qualified projects for sustainability**
- o The presence of **trainees capable of learning**
- o The presence of **community development** by raising the level of awareness and income

2) Output

Output evaluation:

Evaluating the project outputs in the light of the objectives achieved using direct and indirect methods, for example:

- o Measuring the extent to which **trainees benefit** from the training content
- o Measuring the **employment rate** compared to training
- o A questionnaire from the **recruitment institutions** about the **performance of the trainees** who were hired

Summary

- The concept of total quality management
- The importance of quality management
- The principles on which quality management is based
- Quality management objectives
- Quality control vs quality assurance
- Quality policy
- Project quality standards



Questions

The total quality management is in----

Planning phase

Execution phase

Initiation phase

Closure phase

-----is a course of action that attempts to increase an organization's ability to compete through continuous improvement of its products, services, people, processes, and work environment

Total Quality management

Risk management

Human resources management

Budget management

Questions

-----is the group of activities and efforts exerted by all employees that allow achieving the standard levels of quality

Quality Control

Quality assurance

Quality Risk

All answers are correct

----- is the process through which a specific and regular plan is developed to prevent any problems in the quality of the product or service

Quality assurance

Quality Control

Quality Risk

All answers are correct

Questions

Quality assurance is-----

All answers are correct.

A management tool.

Prevention of defects

Everyone's responsibility.

Quality Control is-----

A corrective tool

A management tool.

Prevention of defects

Everyone's responsibility.

Questions

Elements of the quality policy are:

All answers are correct

Provide quality management system and work method or system operation

Ensure that inputs meet specified performance and efficiency standards

Systematic implementation of error prevention

Example of the elements that are focused on to ensure the quality of inputs in the project is---

Quality of project selection and development

the training content for building the capacities of institutions

Criteria for hiring, evaluation and classification

Retain of project staff

Questions

Elements of focus to ensure the quality of infrastructure and equipment include:

All answers are correct
Basic equipment
Networks
Technical support

Project quality standards for outputs include-----

All answers are correct
Measuring the extent to which trainees benefit from the training content
Measuring the employment rate compared to training
A questionnaire from the recruitment institutions about the performance of the trainees who were hired

Questions

Retain of project staff is part of:

The elements that are focused on to ensure the quality of human resources

Elements of focus to ensure the quality of project selection and development

Elements of focus to ensure the quality of infrastructure and equipment

All answers are incorrect.

----- is a policy or framework that directs the practices and behavior necessary to achieve quality in the system

Quality Policy

Quality management

Quality task

Quality regulation

Questions

إدارة الجودة الشاملة في مرحلة التخطيط.	The total quality management is in the Planning phase. T
إدارة المخاطر هي مسار عمل يحاول زيادة قدرة المنظمة على المنافسة من خلال التحسين المستمر لمنتجاتها وخدماتها والأفراد والعمليات وبيئة العمل .	Risk management is a course of action that attempts to increase an organization's ability to compete through continuous improvement of its products, services, people, processes, and work environment. F
ضمان الجودة هو مجموعة الأنشطة والجهود التي يبذلها جميع الموظفين والتي تسمح بتحقيق مستويات الجودة القياسية .	Quality assurance is the group of activities and efforts exerted by all employees that allow achieving the standard levels of quality. F
ضمان الجودة هو العملية التي يتم من خلالها وضع خطة محددة ومنتظمة لمنع أي مشاكل في جودة المنتج أو الخدمة.	Quality assurance is the process through which a specific and regular plan is developed to prevent any problems with the quality of the product or service. T

Questions

التحكم ومراقبة الجودة هي أداة للوقاية من العيوب .	Quality Control is a prevention of defects tool. F
يعد الاحتفاظ بموظفي المشروع مثالاً على العناصر التي يتم التركيز عليها لضمان جودة المدخلات في المشروع .	The retaining of project staff is an example of the elements that are focused on to ensure the quality of inputs in the project. F
إن وجود مشاريع مؤهلة للاستدامة هو جزء من معايير جودة المشروع من المخرجات.	The existence of qualified projects for sustainability is part of output project quality standard. T
ضمان الجودة هو مسؤولية الجودة للجميع.	Quality assurance is everyones' quality responsibility. T
يتطلب ضمان الجودة نظام إدارة الجودة.	Quality assurance requires a quality management system. T
التحكم ومراقبة الجودة هي عملية يتم فيها تقييم المخرجات بناءً على معايير محددة ، ثم يتم اتخاذ الإجراءات التصحيحية اللازمة.	Quality Control is a process in which the outputs are evaluated based on specific criteria, and then the necessary corrective actions are taken. T
تؤدي إدارة الجودة الشاملة إلى الاستخدام الأمثل للمواد والموارد البشرية	Total quality management lead to Optimal use of material and human resources T
التحكم ومراقبة الجودة هي استراتيجية تفاعلية.	Quality control is a reactive strategy. T



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