

ORGANIZATIONAL BEHAVIOR AND PROJECTS

PMG421

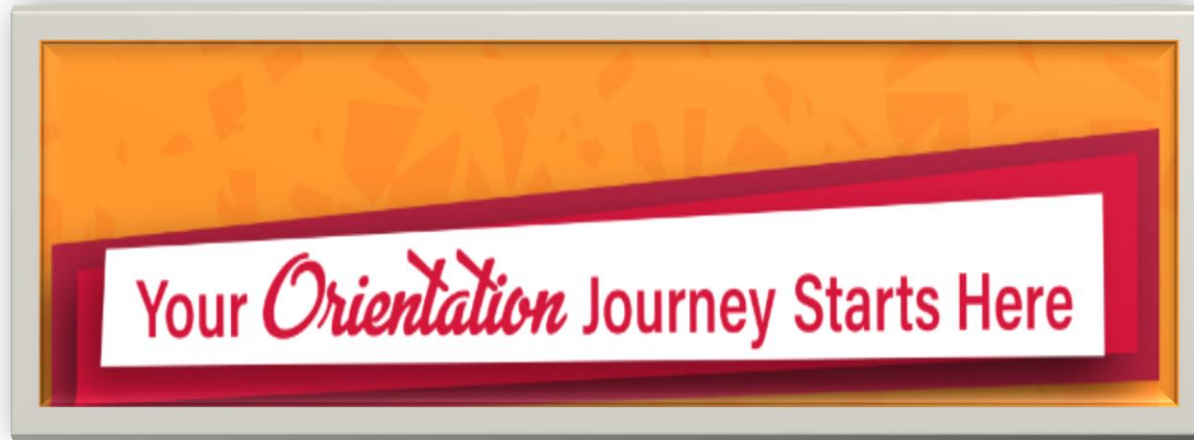
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Introduction



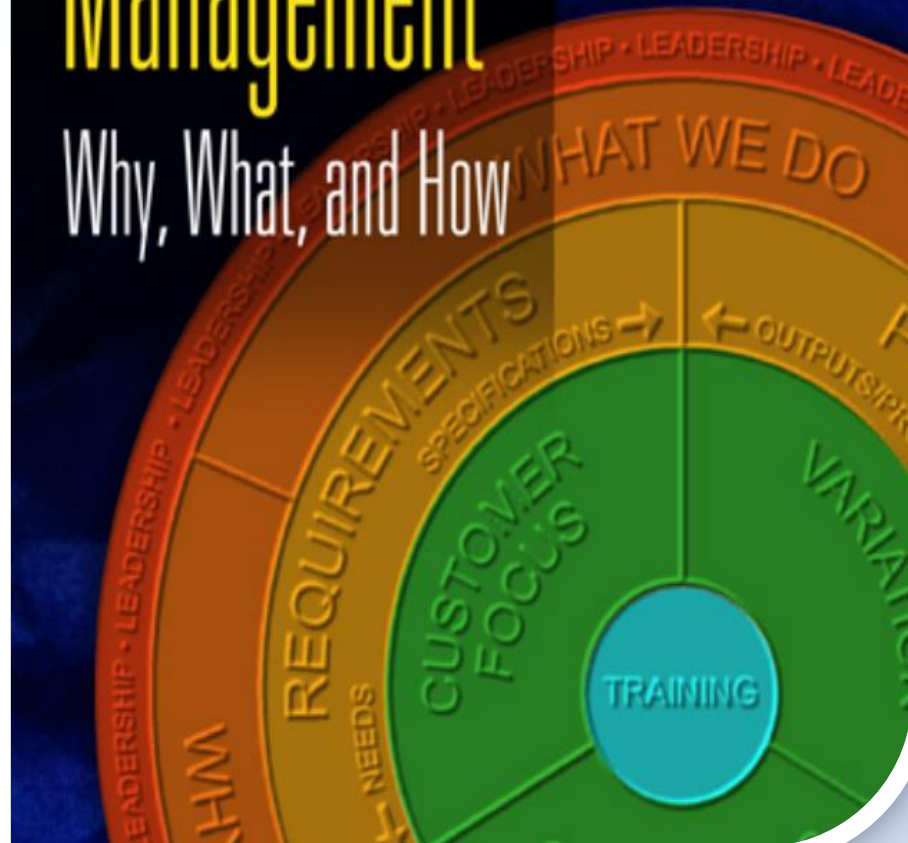
مجموعة جامعة
الجميع الذكية
للتعليم القابضة

2nd term, 2023



Project Quality Management

Why, What, and How



LECTURES!

Lecture 1: Quality Foundations.

Lecture 2: Evolution of Quality and Its Contemporary Application to Projects.

**Lecture 3:- Pioneers and Paradigms.
Project Quality Planning.**

Lecture 4: Project Quality Assurance

Lecture 5: Project Quality Control and Quality Improvement.

Lecture 6: Tools for Managing Project Quality.

Lecture 7: Understanding Project Processes.

Lecture 8: Analyzing Project Processes.

Lecture 9: Solving Project Problems.

Lecture 10: Common Project Practices.

What is Quality ?



Quality means “Performance upon expectations” and “fit for functions.”

A product is said to be of good quality if it satisfies the customer requirements in terms of performance, grade, durability, appearance and intended use/purpose, etc.





Quality Definitions:

The word “Quality” has a variety of meanings and definitions which are mentioned below:

1- Fitness for use/purpose: The component is said to possess good quality if it works well in the equipment for which it is meant. In other words, the product should be suitable for the intended use/purpose. Thus it is defined as fitness for purpose.

2- Conformance to requirements: It is the ability of the material/component to perform satisfactorily in the application for which it is intended by the user. Quality of a product, thus, means conformance to customer’s requirements. This is a **Manufacturing-based** definition.

3- Grade: It is a distinguishing feature or grade of the product in appearance, performance, life, taste, and maintainability, etc. This is generally called **quality characteristics**.

Degree of Excellence: It is a measure of a degree of excellence at a suitable price and control of variability at a suitable cost. this is often a **Value-based definition**.

Degree of preference: It is the degree to which a particular product is preferred over competing products of similar grade, supported comparative test by customers, normally called as customer's preference.



3 Quality Gurus

Deming, Juran, and Crosby

“Philip Crosby”

- Quality is conformance to requirements.

“Dr Edward Deming ”

- Quality is a predictable degree of uniformity and dependability, at low cost and suited to the market.

“Dr Juran”

- Quality is fitness for use/purpose.

Quality Control,

QC is the process through which we measure the actual quality performance and compare it with the set standards. And if there is a deviation then we take corrective actions.

The typically quality control program is based on the periodic inspection, followed by feedback of the results and change or adjustment whenever required.



Total Quality Management – TQM

It basically aims to involve every person from every function or department of an organization working together to eliminate defects/errors and prevent **Waste** from the manufacturing process.



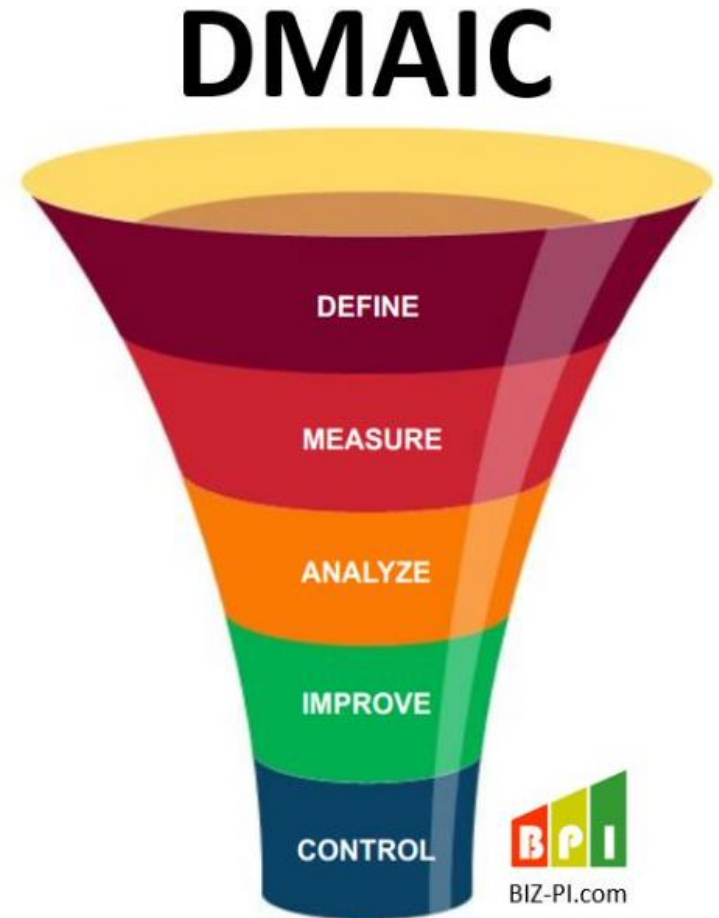
The 5 Phases of Lean Six Sigma Process



DMAIC: (Define, Measure, Analyze, Identify, and Control) is an approach used to refine projects and deliver tangible results. DMAIC is one of the best Six Sigma problem-solving processes that has found widespread acceptance around the world.

The DMAIC rests on fundamental principles that are:

- Driven by data, facts, results-oriented, and metrics.
- It is a project-based work which is short-term in nature.



Quality Audit

A systematic and independent examination to determine whether quality activities and related results comply with planned arrangements or defined standard operating procedures.



What is Quality Metrics

Quality Metrics are a vital part of project management. By tracking and measuring the quality of your projects, by tracking quality metrics, you can make sure that your project is always moving in the right direction and that any problems are quickly addressed.

Quality Metrics



