

Introduction To PROJECT QUALITY MANAGEMENT

Project Management – 9th meeting

- Project Quality Management includes the processes and activities of the performing organization that determine quality policies, objectives, and responsibilities so that the project will satisfy the needs for which it was undertaken.
- Process :
 1. Plan Quality Management
 2. Perform Quality Assurance
 3. Quality Control

What is Project Quality Management?

Overview

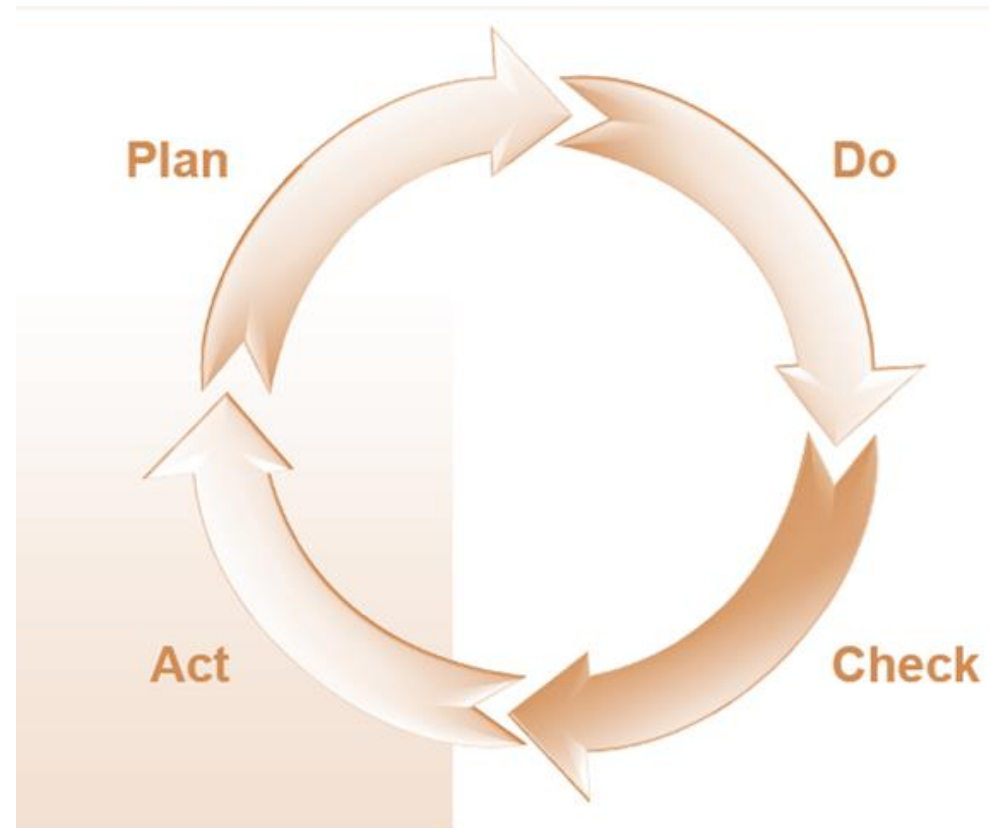
Quality Theories

W. Edwards Deming



W. Edwards Deming

The Deming Cycle



Quality Theories

Joseph M. Juran



Joseph M. Juran

Juran's Three Basic Steps to Progress



Continuous improvement through dedication and sense of urgency



Extensive training



Senior management commitment and leadership

Joseph M. Juran

Juran's Ten Steps to Quality Improvement



Joseph M. Juran

The Juran Trilogy



Quality Theories

Philip B. Crosby



Philip B. Crosby

Zero Defects

Prevention is key.

**Preventing defects saves
nonconformance costs of quality.**

**Focus on upfront planning
lowers rework, improves productivity.**
(Do it right the first time.)



Philip B. Crosby

The Crosby Quality Vaccine



Philip B. Crosby

Crosby's 14 Steps to Improvement

1. Show management commitment for the long term.
2. Establish cross-departmental quality teams.
3. Identify current and potential problems.
4. Assess cost of quality.
5. Increase quality awareness and individual commitment.
6. Take immediate action.
7. Establish zero defect program.
8. Train supervisors.
9. Ensure awareness of new direction by all.
10. Encourage individual and team improvements.
11. Encourage employee feedback regarding quality obstacles.
12. Recognize employee participation.
13. Implement quality controls.
14. Repeat steps to ensure continuous improvement.

Overview of Project Quality Management

Quality Programs



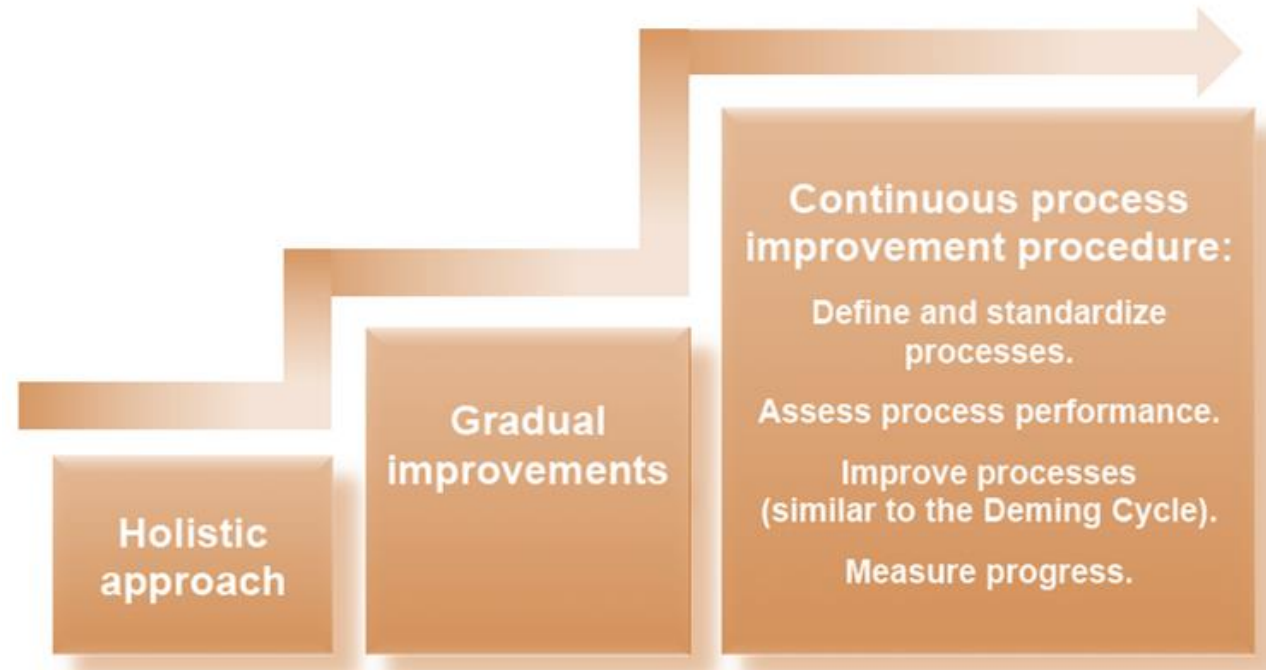
Quality Programs

ISO 9000



Quality Programs

Continuous Process Improvement



Quality Programs

Just in Time

The focus is on decreasing inventory costs.

Parts or materials are made available precise when needed.

Early arrival increases inventory costs.

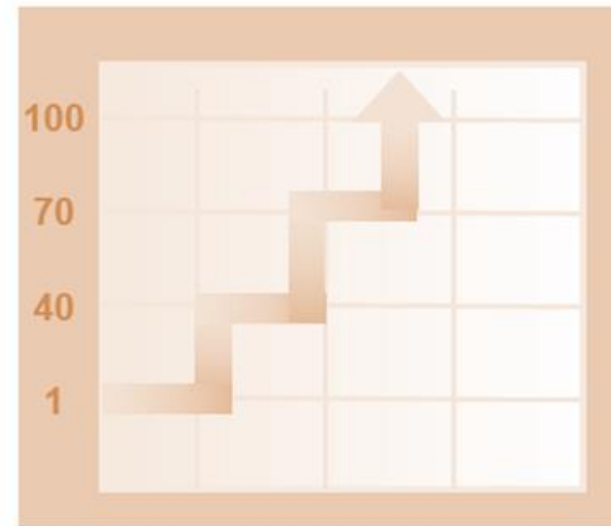
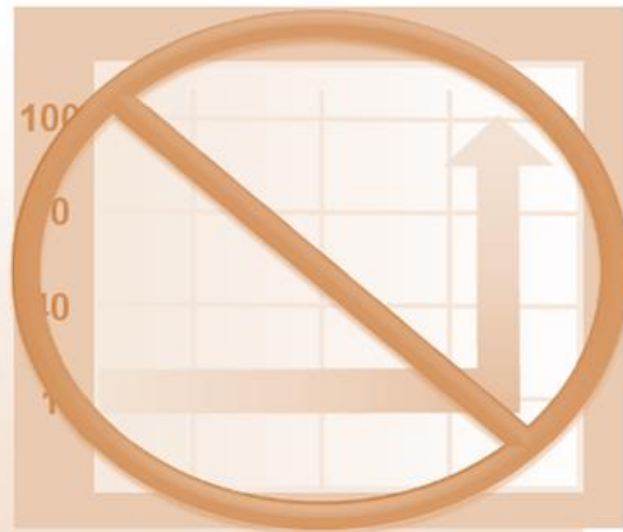


Late arrival causes work slowdown/shutdown.

Quality Programs

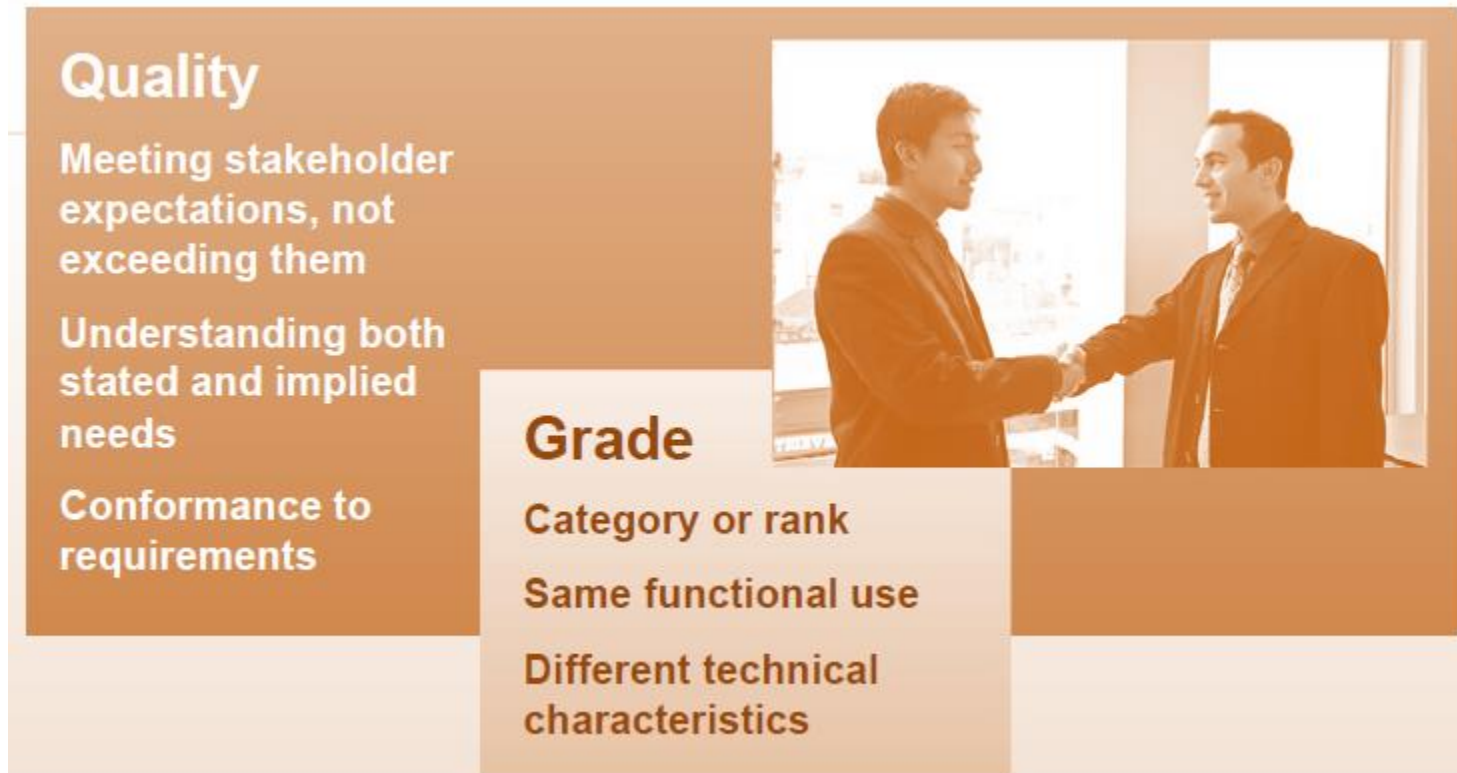
Keizen or Continuous Improvement

Instead of making 1 improvement of 100%, the goal is to make 100 improvements of 1% each.



Quality Programs

Customer Satisfaction



Recurring Themes

Prevention Over Inspection

Prevention
over
Inspection

Recurring Themes

Management's Role in Cost of Quality

85% of the cost of quality is in management's control and is management's responsibility.



Recurring Themes

Management's Role in Cost of Quality

Who is responsible for the quality of:

The project's
product?

The task or activity?

The organization?



Recurring Themes

Continuous Improvement

Focus of Deming, Juran, and Crosby

Reinforced by:

P-D-C-A

Continuous improvement

Kaizen

Total Quality Management

Focus of the Quality Audit in quality assurance

To Be Continued



Thank You

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