

PROJECT QUALITY MANAGEMENT

Project Management – 10 th meeting

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- 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

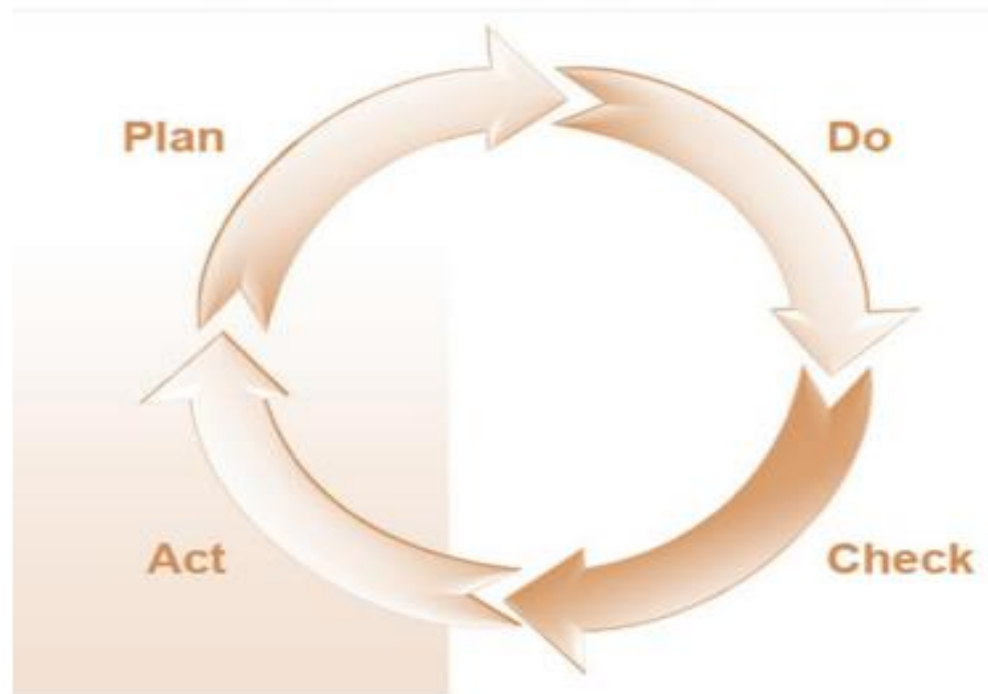
Quality Theories

W. Edwards Deming

The Deming Cycle	Iterative focus on continuous improvement
Fourteen Points	Summary of what must be done to move from business-as-usual to world-class quality
Seven Deadly Diseases	Factors that inhibit transition to world class quality

W. Edwards Deming

The Deming Cycle



Quality Theories

Joseph M. Juran

Juran's Three Basic Steps to Progress

Continuous improvement, extensive training, and commitment from senior management

Juran's Ten Steps to Quality Improvement

Focus on goal setting, training, and recognition

The Juran Trilogy

Quality planning, control, and improvement

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

Zero Defects

Get it right the first time

**The Crosby Quality
Vaccine**

**Determination, education,
implementation**

**Crosby's 14 Steps
to Improvement**

**Focus on management
responsibility and zero defects**

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

Determination

Education

Implementation



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

International Organization for Standardization

Federation of standards bodies

Does not set specifications

Sets broad requirements for
assurance of quality

ISO 9000 series focuses on quality for goods and services

ISO 9000: 2000
(Fundamentals and vocabulary)

ISO 9001: 2000
(Requirements)

ISO 9004: 2000
(Guidelines for performance
improvements)

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.

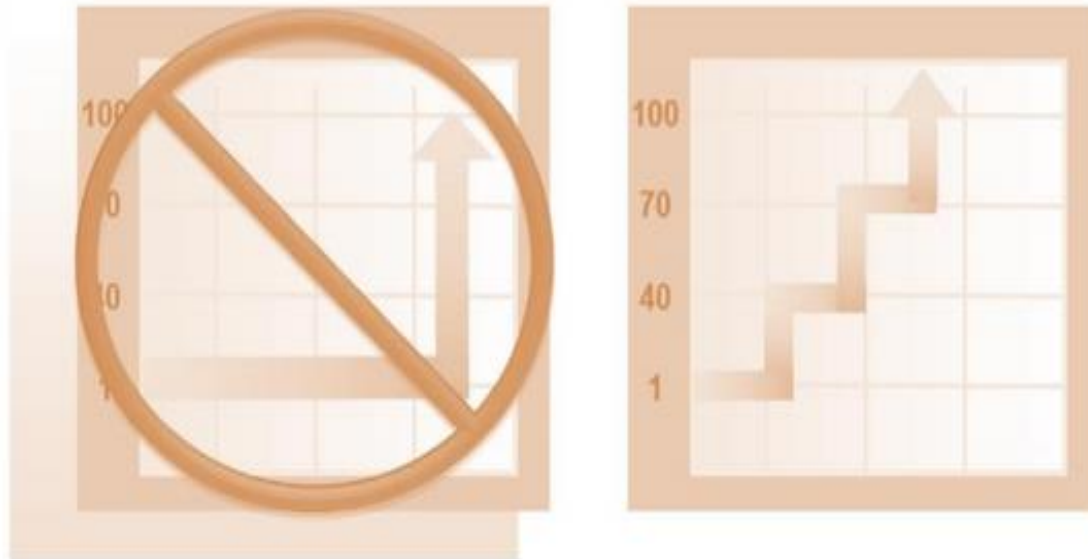
Early arrival increases inventory costs.



Late arrival causes work slowdown/shutdown.

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

Quality

Meeting stakeholder expectations, not exceeding them

Understanding both stated and implied needs

Conformance to requirements



Grade

Category or rank

Same functional use

Different technical characteristics

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

TUGAS RESUME

Buatlah Resume tentang teori-teori kualitas Manajemen Proyek dari tokoh :

- a) W. Edward Deming : Quality Theori, The Deming Cycle
- b) Joseph M. Juran : Quality Theori, Three Basic step to progress, Ten Step To Quality Improvement, Juran Trilogy
- c) Philip B. Crosby : Quality Theori, Zero Defect, The Crosby Quality Vaccine, Crosby Step to improvement

- ☐ Diketik Menggunakan MS. Word (Menggunakan Cover : Tulis Nama, NPM Kelas)
- ☐ Minimal 6 lembar (Time New Romas 12pt)
- ☐ Upload di lms paling lambat (Rabu, 10 Juni 2020, Jam : 13:00WIB)
- ☐ Format penamaan File : Nama-Teori Quality

SELESAI....!!