



Quality in Projects

Presented by the Hampton Roads Chapter of PMI

Friday Mar 18

8am-4pm

and

Saturday Mar 19

8:30am-4:30pm

ODU Peninsula Higher Education Center

Quality has joined the project triple constraint of time, cost, and scope as an equal partner. This two-day course is intended for both new and experienced project managers and members of project teams. It addresses the history of quality management and various quality approaches, focusing on customer satisfaction as the basic reason for achieving product or service quality. It presents a basic model for managing project quality, including quality planning, quality assurance, quality control, and continual improvement. The course describes an extensive set of quality tools, all in terms of how they might be applied in a project context. It closes with a practical exercise that generates appreciation for systems in project performance and allows participants to practice many of the tools learned in the course.

Participants receive a copy of *The Memory Jogger II* by Michael Brassard and Diane Ritter. Taught by Ken Rose, an experienced PMP-certified instructor who is also an ASQ Certified Quality Manager, this course uses interaction among students and instructor and hands-on practical exercises to achieve understanding of quality concepts and tools and fluency in their use in project applications. Each attendee will receive a manual of the presentation materials.

This course is worth 14 Category 3 PDUs.

To register online go to <http://www.pmihr.org> and follow the instructions to pay using the secure PayPal system.

Early Registration by Feb 18 \$125.00 per attendee

Late Registration after Feb 18 \$175.00 per attendee