# Project Quality Management

# Assignment 2: Quality of the Project Management Process (40%)

# Due: end of week 12 (midnight Sunday)

*According to PMBoK Guide, project quality management addresses the management of the project and deliverables of the project (PMI 2017).*

This assignment has been designed to assess your ability to apply the knowledge, skills and tools you are learning about quality *to the management of a project*. The previous assessment #1 dealt with the deliverables; this assessment concerns the application of quality management tools for a project.

You are required to complete the following steps and present the results in the same order preceded by a short executive summary. Please use the titles provided below for each step as the headings in your submission.

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| **Step** | **Title** | **Knowledge/Skill Assessed** | **Mark** |
| 1 | Literature study | * Academic research capability * General project management knowledge | 10 |

Task:

* Carry out a literature study on the available methods for assessment and evaluation of project management practices worldwide. Present the results in a maximum of 500 words.

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| **Step** | **Title** | **Knowledge/Skill Assessed** | **Mark** |
| 2 | Template development | * Understanding project management processes * Understanding the audit process * The ability to develop quality management tools | 40 |

Task: Project management processes are categorised into 5 process groups of: Initiating, Planning, Executing, Monitoring/controlling, and Closing. An audit process should look at all process groups in a project.

* Suppose you are working as a project management expert in an organisation that delivers projects. You have been tasked to carry out an audit ***of the project management processes and practice*** in your organisation.
* This involves, in the first instance, developing a checklist for each process group (and its breakdown of subprocesses) to be used for an **audit** that you are required to develop and conduct on the project management practice(s) in your company.
* Non-conformance presents issues for the successful delivery of a project. Define Non-conformance and develop a template for non-conformance reporting.

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| **Step** | **Title** | **Knowledge/Skill Assessed** | **Mark** |
| 3 | Demonstration | * The ability to use quality management tools * Reporting | 25 |

Task: The tools developed in the previous stage are used in an example in this step.

* Identify and briefly introduce a sample project. You may use the project presented in your submission for Assessment 1. Suppose the selected project is in progress.
* You are required to review the **Monitoring/controlling** processes and to audit the relevant project management processes in this group. Present the completed audit. Identify at least one non-conformance and complete a non-conformance report using the template developed in the previous step. Prepare a maximum one-page long audit report. The report could have one or two appendices.

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| **Step** | **Title** | **Knowledge/Skill Assessed** | **Mark** |
| 4 | Quality metrics | - Understanding quality metrics related to project management processes | 25 |

Task: Refer to PMBoK sixth edition (PMI 2017) for a list of the project management knowledge areas.

* Commence by defining what are Quality Metrics; choose three authorative sources and remember to cite references
* Select two Project knowledge areas other than time, cost, and quality. Develop five metrics and the associated acceptance criteria for each knowledge area for assessment of the project management process in that area.

# Use of References

As a guide for each literature study, cite at least five substantial peer reviewed articles from authorative sources i.e. books, journals, scholarly data bases etc. Where other sections concern the introduction of theoretical elements, ensure that citing of the authorative source (i.e. referencing occurs).

# Formatting Requirements

 Word count: 2000 - 3000

* All other formatting requirements listed for Assessment 1 are applicable to this assessment.

Your report must be presented in a professional manner to receive marks allocated to professional presentation.

# Submission

All assignments should be thoroughly checked for typing, spelling and grammatical errors before being submitted.

Submission must be through Turnitin (under the Assessments tab in Blackboard) in MS Word (not PDF) format.

All source material MUST be acknowledged, and any form of plagiarism will result in the appropriate measures being taken. Do not copy other student’s work or assist by showing your work to others.

Late submissions will be penalised as per the Curtin Late Assessment Policy in the Unit Outline.