TDG 3-Day Quality Management Workshop

Quality Management is an interactive workshop on current topics in quality management and its application in contemporary business specifically in a project management environment. Participants can submit suggested topics or issues three weeks prior to the workshop for inclusion and discussion in the workshop content.

Key questions addressed will include:

- What are the steps to effective quality management?
- What do I need to do to gain the quality compliance desired in project execution?
- How do I manage a quality in a cross-functional team environment?
- What techniques can I use immediately that will make a difference?

This workshop is based on the PMI PMBOK® Guide, Current Quality Management Theory, and Industry Best Practices and includes: Up to 40 participants in workshop format; Project Management Institute (PMI) Project Management Body of Knowledge PMBOK® Guide (ANSI Standard) and the text *Managing Project Quality* by TDG Associate Tim Kloppenborg & Joe Petrick; Workshops Handouts; Exercises; a PMP certified, knowledgeable, and professionally experienced instructor. Location can be on-site at client facilities or at a local facility offsite. Fee: Please call for pricing. GSA pricing available for government clients. This course is worth 24 PMI Professional Development Units (PDUs).

A Quality Management Competency Assessment Tool can be administered three weeks prior to the workshop for an additional fee. Requires Internet or Intranet website address for participants to access tool or can be administered using CD-ROMs. The instructor will evaluate responses, tailor instruction based on the responses, and provide overall feedback to workshop participants. A post workshop participant assessment is also available.

This course is based on the PMI PMBOK® Guide Quality Processes

- Quality Planning (8.1.1)
- Analytical Tools and Techniques (8.1.2)
- Quality Plan and Checklists (8.1.3)
- Quality Assurance (8.2.1)
- QA Audits (8.2.2)
- QA Improvement and Change Control (8.2.3)
- Quality Control (8.3.1)
- QC Analytical Tools & Techniques (8.3.2)
- QC Improvement & Process Adjustment (8.3.3)

Key learning objectives:

- Quality Plan Elements
- How to develop and manage a Quality Plan
- The difference between QA & QC
- How does Quality Measurement differ based on discipline
  - Manufacturing Process Control
  - Software Development
  - Product Quality
- Change Control and Configuration Management
- Quality Analysis Techniques
  - How and When to use
- Quality Risk Management
- How to do a Quality Audit
- Continuous Improvement

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