



LPM 323

SPECIFYING AND ASSURING Quality

Course Introduction:

Project success is assured by taking a balanced approach to quality, time and cost, resulting in satisfied customers. In this course, you develop and apply a project quality framework using the tools and techniques needed to deliver consistent project success within your organization.

Supply chain management is becoming increasingly important for organisations and, at the same time, more and more challenging for the individuals responsible. On the one hand, markets are increasing in both volatility and complexity, whilst, on the supply side, globalisation is leading to lengthening supply chains, often associated with greater vulnerability to interruptions and delays.

This programme will show you the latest thinking in supply chain management and help you with the issues that occur in the current dynamic environment. It will help you to increase your confidence and ability to better deal with complex issues in your supply chain.

Course Objectives:

You will gain:

- New insights into aligning your supply chain to achieve competitive advantage
- An increased understanding of the impact of supply chain management on costs and financial performance
- Appreciation of approaches and frameworks that can be applied to different market segments
- Reviews of the latest thinking on supply chain strategy, planning and execution.

Your organization will gain:

- Appreciation of how competitive advantage can be achieved within dynamic market places
- Understanding of the impact of enhanced supply chain performance on the overall profitability of the organization
- Ability to address the management of supply chain risks
- Recognition of the value of working across functions.

Who Should Attend?

Supply chain, logistics, and materials managers and directors who wish to broaden and update their skills and knowledge. Also marketing, customer service and manufacturing managers and directors who are seeking supply chain integration or who need to understand the impact of supply chain decisions upon their company's performance.

Course Outline:

Day 1:

Determine current skills and expectations

Quality Management Skills

- Determine your current quality management knowledge
- Elevating personal awareness

Identify project quality expectations

- Discovering stakeholder quality requirements
- Identify overall project aims
- Consolidate project quality requirements

Day 2:

Develop a Quality Management Plan (QMP)

Review standards and best practices

- PMI PMBOK guide
- PRINCE 2
- ISO
- CMMI

Balancing project, product and process quality constraints

- Reconciling quality requirements
- Detailing quality activities, roles and responsibilities
- Key components of an effective QMP
- Quality Assurance (QA) and Quality Control (QC)
- Supporting quality tools techniques

Day 3:

Selecting QC Tools and Techniques

Common tools and techniques

- Cause and effect and techniques
- Checklists
- Shewhart's Control Chart

- Histogram
- Pareto Chart
- Scatter Diagram

Defining selection criteria and guidelines

- Benefits
- Reasons and Usage
- Limitations
- Examples

Day 4:

Implementing Quality Assurance

Review the Quality Assurance reports

- Perform root cause analysis
- Planning corrective actions
- Obtain constructive feedback to improve processes

Invoking corrective procedures

- Raising change requests as appropriate
- Identifying improvement opportunities
- Update organizational processes
- Ensure continuous quality improvement

Day 5:

Implementing Verification and Validation Approaches

Implementing dynamic validations methods

- The test phases: unit, Integration, System and Acceptance
- Conducting inspections
- Communicating inspection results

The next steps

- Networking through process improvement
- Planning process improvement initiatives
- Implement improvement policies

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

Course Fees:

To be advised as per the course location. This rate includes participant's manual, and-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session