QUALITY METRICS

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PMGT 690

JANUARY 2016

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The quality management approach for the ITD project will ensure quality is planned for both the product and processes. In order to be successful, this project will meet its quality objectives by utilizing an integrated quality approach to define quality standards, measure quality and continuously improve quality. The focus is on the project's deliverable and the standards and criteria being used will ensure the product meets established quality standards and customer satisfaction.

Process quality for the ITD project will focus on the processes by which the project deliverable will be manufactured. Establishing process quality standards will ensure that all activities conform to an organizational standard which results in the successful delivery of the product. The project team will work with the Quality Group to define and document all organizational and project specific quality standards for both product and processes. All quality documentation will become part of the ITD Project Plan and will be transitioned to operations upon the successful completion of the project.

Metrics will be established and used to measure quality throughout the project life cycle for the product and processes. The Quality Group Manager will be responsible for working with the project team to define these metrics, conduct measurements, and analyze results. These product and process measurements will be used as one criterion in determining the success of the project and must be reviewed by the project sponsor. Metrics will include:

- Schedule

- Resources

- Cost

- Process performance

- Customer Satisfaction

Quality improvements will be identified by any member of the project team or quality group. Each recommendation will be reviewed to determine the cost versus benefit of implementing the improvement and how the improvement will impact the product or processes. If an improvement is implemented the project manager will update all project documentation to include the improvement and the quality manager will update the organizational documentation the improvement affects.

QUALITY REQUIREMENTS / STANDARDS

Process Quality:

The process quality standards and requirements will be determined by the project team and quality group. Many of these standards will be based on existing company process standards. However, it is anticipated that there will be several unique steps in the implementation of the ITD Organization Restructure which will require new quality standards. The ITD project team will work with the quality group to establish acceptable standards and document these standards for incorporation into both organizational process documents as well as the ITD project plan. These standards will be communicated to all project stakeholders.

References

Larson, E. W. & Gray, C. F. (2014). *Project management: the managerial process with*

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Lussier & Achua (2013). *Leadership Theory, Application, & Skill Development* (5th Ed.).

    Mason, OH: South-Western.