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M.S Project Management
Perform Quality Assurance

What is the purpose of this process?

The next step in the project progression is to perform quality assurance. During this process, the project manager is responsible for reviewing the outputs and deliverables to determine whether or not the quality of the product, service, or other result meets the standards agreed upon by the customer and the project team. To perform this process, the project manager will use the data that was created by the project team during the perform quality control process. Before the project manager can determine whether the deliverables are of acceptable quality, he must first have developed a standard quality measuring system. He will measure the deliverable against the standards previously agreed upon and will determine whether or not the quality of the deliverables will be accepted. The project manager also needs to know the information about the work performance. He needs to know if the tasks or deliverable has been completed on time and within budget. If the quality is spectacular, but the cost was overrun, he will need to note that in the lessons learned. The results of this process will include organizational process assets updates, change requests, project management plan updates, and project document updates.

How is this process different in a global setting?

This process will vary only slightly in a global setting. The standards of quality might vary from country to country, but the process of measuring a deliverable against its standards will be the same as in a domestic setting. The project manager will still use the quality standards that have been determined for the deliverables. He will still obtain the end goal, which is the determination about whether a product or service is of a desirable quality and ready to be delivered to the customer.

How is this process different when taking over a failing project?

In a failing project, a great likelihood exists that deliverables are already failing a quality

assurance check. Before the project manager proceeds, he must backtrack and determine the quality of tasks that have already been performed and deliverables that have already been completed. If they are of deficient quality, he must first take the steps to amend those deliverables before moving on to new deliverables. In the Tameer Towers Project, the incoming project manager is faced with several obvious quality deficiencies, lying in the contractor, permitting, sales and marketing, and human resources. He must first revisit these tasks and assign them quality standards. After disseminating the new quality standards for these tasks, the project team will be able to begin the work to complete the tasks. After the tasks are completed, they can be measured for quality assurance. The process in a failing project becomes longer, because the project manager often needs to undo some work before he can proceed with new work. He also might need to provide re-training for any staff that will remain on the project as it continues.

What strategies, tools, and techniques will you use in your proposal? If applicable, provide templates for evaluation.

Some of the tools that can be used to complete this process include planning, quality audits, and process analysis. Planning is very important when trying to maintain quality control. If the project team does not know what is expected, the members cannot be held accountable for the quality of the tasks. They must be presented with a detailed description of the expectations for the quality of the deliverable. The project manager should plan for regular quality audits throughout the project process. It is sometimes very easy to fix a quality issue if it is found early, but left unchecked, it can become a much larger issue. Quality audits will often reveal any flaws that can be amended to prevent further damage. The project team should also be presented with remedies for imperfections discovered during the quality audit process. If they are fitted with the tools for easy fixes, they can save time and money by making the correction without involving other parties or departments. If they cannot make the fix, they should have clear instructions for reporting and helping to correct the problem.

