

PMGT 612

Mid-Term Questions

Quality for Global Projects

Project Planning for Global Projects

Staffing for Global Projects

1. What are some of the quality criteria for global projects? How can quality be maintained in global projects?

Quality criteria for global projects should consist of a solid quality foundation found in any successful project, domestic or global. The quality criteria needs to establish and maintain a dynamic cooperation between global companies with implementation of quality initiatives that eliminate waste and improve cost reductions. Quality can be maintained in global projects by complying with internationally accepted standards and continuous, clear communication. Quality standards such as the *ISO (International Organization for Standardization)* provide a globally accepted structure for a quality assurance system. The project leadership needs to introduce and foster a culture of quality early in the value stream in order to reduce the cost of poor quality and continually implement quality improvement initiatives.

2. Why is it important to evaluate global regions from an international project management perspective? How can the social, economic, and political conditions of a global region be evaluated?

Project management is very dynamic and the complexity increases at the international project level with the added flavor of uniqueness. International projects are susceptible to the continuous crossing of social, cultural, economic, and political boundaries. It is important to evaluate global regions in order to understand all applicable international and government laws and regulations. The project plan can be significantly impacted by regulations such as trading policies between countries and the potential delays and work-arounds required. Social, economic, and political conditions of a global region can be evaluated by using several resources available on the World Wide Web, books, and other periodicals. Economic factors need to be evaluated due to the differences in costs for material and resources ranging from country to country. The fluctuating exchange rates also play a role as an economic factor. Another boundary is the differences in the political and cultural climates with international interactions. Each of these boundaries need to be understood and respected in order to ease the complexity of the lines of communication and performance of an international project.

3. How can quality be maintained in the global project arena? What can be done to improve quality on global projects?

The quality of a project is based on the global performance which is a measurement of how business is conducted across international and cultural boundaries. It measures how a company performs against competitors locally, regionally, or globally. Quality can be maintained by cooperation within the global project arena on compliance with globally accepted quality initiatives and standards such as the *ISO (International*

Organization for Standardization). Quality can be improved by the project leadership establishing and maintaining clear quality policies that align with the total quality system of the organization. Communication and leadership is key to improving quality on global projects. The project leadership must get project team marching to the same drum beat in order to successfully and continually implement quality improvement initiatives. Project performance in the global project arena can be enhanced greatly by continually educating the workforce on the factors that feed into global performance such as culture, adaptation, and regulations to be understood and complied with.

4. How would you organize and staff for a global project? What are some of the particulars you should be aware of? Provide an example of how you would staff for an international project.

In order to properly organize and staff for a global project I would start by having a clear understanding of the country and culture I would be doing business in or with. A quality event can be set up to review the project plan with the key project stakeholders to formulate a risk analysis on all parts that make up the project plan such as the communication plan and the work breakdown structure. Some particulars a project manager should be aware of are the social interactions across cultural boundaries, recognized and accepted standards, and government laws and regulations. Global project teams require individuals that are adaptable and willing to understand the value of individuals of different cultural backgrounds. I would staff an international project by putting several individuals through a selection process where critical characteristics and personality types will be reviewed based on the responsibilities and required social interactions.