

## **Executing Process Group Artifacts**

### **8.2 Perform Quality Assurance**

#### **8.2.1 Quality Control Measures (Input)**

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### **8.2.1 Quality Control Measures (Input)**

This artifact was taken from the group project from PMGT 612. The example was how quality control measures are used in a global setting as well as relating to a failed project. Quality control measures is an input for Perform Quality Assurance process.

#### **Control Quality in a global setting**

Controlling Quality in a global setting could be challenging. Addressing quality in different cultures, it is important to plan for quality. Customers and clients expect consistent control of quality. Projects without quality plans typically are on schedule through the start of the test phase and then fall behind due to endless cycles of testing and rework. These projects either end up cancelled or are delivered with unpredictable quality because of a lack of budget and schedule. This can lead to project disasters.

Organizations today are facing competition that was not envisioned a few years ago. They have to compete with goods and service from all over the world and satisfy a more educated and sophisticated customer. The increase demand and sophistication of customers have virtually modified the rules of competition and forced organizations to focus on quality (Irechukwu, 2010). Different techniques and inputs are used within different organizations and different projects. What is critical is identifying the customers needs and expectations, especially across different cultures. The main point is to build partnership, establishing rapport, building trust, and lay the foundation of loyalty between the project team and customer. From this, a competitive advantage can be established.

## **Control Quality for a failed project**

Controlling quality for the project in Mexico, quality improvement in total business activities, with a focus on the internal and external customers throughout the entire organization is one of the main means by which they meet these demands. This is why quality of products and services are looked upon by many organizations as the means by which they can maintain a competitive edge over their rivals (Irechukwu, 2010).

This project will focus on inspections, utilizing metrics, checklists and work performance data. Work performance data are the raw observations and measurements identified during activities being performed to carry out project work (PMI, 2013). Examples of work performance data include work completed, key performance indicators, technical performance measures, start and finish dates of scheduled activities, number of change requests, number of defects or errors. During inspections from consultants and the quality management team, they will be tracking, recording and compiling this data. This data can also include planned vs. actual technical performance, actual schedule and actual cost. This sheds light on if there is a difference between Ford's standards and what is actually being accomplished or completed in the Mexican plant.

## Reference List

Irechukwu, N.E (2010) “Quality Improvement in a Global Competitive Marketplace- Success story from Nigeria. International Journal of Business and Management. Vol 5, Iss. 1 (Jan 2010).

Project Management Institute. (2013). *A Guide to the Project Management Body of Knowledge* (PMBOK Guide, 5<sup>th</sup> ed) Newton Square, PA: PMI Inc.