

# **Monitoring and Controlling Process Group Artifacts**

## **8.3 Control Quality**

### **8.3.3 Quality Control Measurements**

PMGT 690, ERAU, Prof. Sherman

By: Matthew Holtan

**8.3.3 Quality Control Measurements:** PMI (2013) states that this output for the Control Quality process entails measurements that are documented results from quality activities (pg. 252).

These activities can be set out by the project management plan or specific standards and procedures laid out by the organization's quality control plan.

In my work organization, my department was responsible for going out onto the airfield and conduct various inspections and record these specific measurements. It would mark how airfield technicians to include air crew where meeting the marks on certain safety issues, housekeeping, and maintenance procedures. These measurements were key metrics that are consolidated on a monthly basis and presented to supervision for review. These measurements along with using 7QC tools, project managers can identify where airfield technicians are not meeting standards and can make the necessary corrective actions. In my organization, people were not adequately trained or they are in a hurry.

Overall, these quality measurements are needed to help project managers control quality. They are put in place to see where and how deliverables are not being met. These measurements can be used in comparison to what is actually being done on the project. Project managers can then make decisions based on the difference.

