

Quality Assurance Process Assessment from  
Global and Failed Project Perspective  
From PMGT612

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8.4 – Deliverable: Response to the RFP 2

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## **8.2 Perform Quality Assurance**

**8.2.1 Summarize the purpose of this process.** Performing Quality Assurance is evaluating requirements and results of quality control measurements to ensure quality standards and operations are being used. (Project Management Institute, 2013, p242)

**8.2.2 How is this process different in a global setting?** Much of the idea of quality must come from upper management. As a project manager involved in global projects inspiring organization management to follow quality plans can be a challenge. The process can be fraught with communication challenges beyond linguistic difficulty. Proper protocol, who to address problems to and how, can trump the needs of the project. Project Managers (PM) must be aware of the proper etiquette, procedures and means of obtaining cooperation on quality issues.

**8.2.3 How is this process different when talking over a fail project?** Taking on a failed project may provide an inherent level of esteem for a project team. If the PM has been invited to save a failed project then the team maybe received with some earned authority and latitude on providing quality assurance guidance. However, an understanding of how to address issues so not to alienate stakeholders is required

**8.2.4 What strategies, tools and techniques will you use in your proposal? If applicable, provide templates for evaluation.** Using the Quality Management Plan, an agreed upon Process Improvement Plan, Quality Metrics, Quality Control Measurements and other Project documents, and after gaining acceptance of the existing problems and agreed on

corrective strategies, we will orchestrate the stakeholders through the project plan using prioritization matrices. The New metric and control measures will be evaluated weekly and reported to the major stake holders. If challenges arise each stake holder will be notified to attend and intervention meeting to help develop further corrective plans, in accordance with the Quality Management Plan.

Reference

Project Management Institute (PMI). (2013). *A guide to the project management body of knowledge (5th ed.)*. Newtown Square, PA: Project Management Institute.