



A Quality Experience

More Checklists on our Downloads Page

We've added another free form to our free downloads. Check out the **Project Mandate**.

www.zenkara.com/download.html



Better Presentations

Two recommended books for your library:

Slide:ology

By Nancy Duarte

and

The Presentation Secrets of Steve Jobs

Carmine Gallo



Zenkara Contacts

Melbourne

PO Box 12011
A'Beckett St LPO Vic 8006

Brisbane

PO Box 1622
Milton Q 4064

C: +61 410 616 125

Skype: zenkara

www.zenkara.com

info@zenkara.com

twitter: @zenkara

Check out our blog!

zenkara.wordpress.com

Improve the Quality of Your Products

Despite industry efforts over decades of work, many projects and project managers have difficulties in managing quality. Quality management as a discipline has been with us for a long time. The two best known project management methods – PMBOK and PRINCE2 – both have sections that explicitly mention quality assurance and management. Yet project after project, project managers and others (including some quality managers) are uncertain about what to put in the quality plan. “Doesn't quality equate to testing?”

Reliability, availability and maintainability are the three most widely specified quality requirements. Why? Because they were the three mentioned in the PMP template that is widely used. The problem with this is that those three were only intended to be EXAMPLES and not the required sections. This is why you often see three paragraphs in many project plans or quality plans that are generic statements about these three attributes.

OK, but how can we improve?

One of the first steps you can take is to define what quality activities and tasks you have available to your project.

These activities can be:

Quality Control Activities

e.g. deliverable reviews

code testing

product testing

static analysis tools – style and complexity checkers

Quality Assurance Activities

e.g. audits and process reviews checking that processes are appropriate and are being followed

Once you have your list you can define each activity and deliverable on your project and identify which quality activities will be applied.

e.g.

Requirements Specification

Code

Product

Peer review

Inspection, testing, static analysis

UAT, peer review

Project Management

Design

Support Call

Audit

Audit, process walkthrough

Audit, 6 Sigma DMAIC

Once you have this information, you can ensure that it is included in the quality plan or project plan (or PID) and that the activities are included in the schedule.

By doing just this initial bit of planning – which should take not more than an hour or so – you'll be light years ahead of many projects in the industry and well on your way to delivering a successful project.

