



Knowledge Area 5 – Project Quality Management

PMBOK V4: Chapter 8

Project Quality Management

Project Quality Management includes the processes and activities of the performing organization that determine quality policies, objectives, and responsibilities so that the project will satisfy the needs for which it was undertaken. It implements the quality management system through policy and procedures with continuous process improvement activities conducted throughout, as appropriate.

Project Quality Management consists of the following 3 processes:

Plan Quality

The process of identifying quality requirements and/or standards for the project and product, and documenting how the project will demonstrate compliance.

Perform Quality Assurance

The process of auditing the quality requirements and the results from quality control measurements to ensure appropriate quality standards and operational definitions are used.

Perform Quality Control

The process of monitoring and recording results of executing the quality activities to assess performance and recommend necessary changes.

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Article source: www.pmservicesnw.com