



“We look at quality from the perspectives of value, conformance to standard, and experience.”

## Project Management

### Quality Management

#### Workshop Overview

In *Quality Management* managers are introduced to the multiple dimensions of quality and its management. We look at process quality, output quality, and team quality. We look at quality from the perspectives of value, conformance to standard, and experience. We give managers basic principles and processes to establish quality goals and standards and to manage to their goals and standards throughout the life of the project.

#### Workshop Objectives

1. Managers understand the multiple dimensions of quality.
2. Managers understand how to establish goals and standards for each dimension of quality and how to manage to those goals and standards throughout the life of their project.

#### Take-Home Value for Managers and their Company

1. Projects are better managed and deliver higher value to their stakeholders.

#### Time Frame

Half day

#### Post-Workshop Coaching

Steve Dudley Associates is committed to the successful application of our workshop materials. We offer one-on-one coaching as a value-added option for each of our workshops. Please click on the “Coaching” tab to see a description of our workshop follow-up coaching program.

Workshop: *Quality Management*

Recommended coaching sessions: 2-4

Suggested areas of coaching support:

- Establishing and communicating project goals and standards for quality.
- Setting up a control mechanism to manage the multiple dimensions of quality on a project.