

# **The Project Manager's Role in Building Quality into Projects**

***Bass Connections Project Management Series***

***06NOV2018***

# Session Expectations

- The field of “Project Management” is very broad!
- This program provides a brief overview of how to build “quality” into your project and teams.
- “Quality” is a self-driven program.
  - *The more time you put in – the more you will get out of it.*

# Session Goals

- 1. Defining the project manager's role in building quality**
- 2. The power of Good Documentation Practices**
- 3. Facilitate quality based thinking into projects**

# Quality, A Broad Exercise

- **What is Quality To You?**

- Pair Up, 3 min define what it means
- No Wrong Answers
- What did we learn
  - *Quite a range of answers*

- **Quality (*Per the American Society for Quality*)**

- A ***subjective term*** for which each person or sector has its own definition. In technical usage, quality can have two meanings
  1. The characteristics of a product or service that bear on its ability to satisfy stated or implied needs
  2. A product or service free of deficiencies

# A Project Manager's Role

- Quality planning
  - Establish quality goals, policies
    - Relate to project scope/schedule
- Facilitate quality assessments
  - Does this change impact our project?
- Facilitate best practices among your team
  - Communication!
- Documentation

*“Know what you don’t know”*

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# Documentation

- Documents are ***objective evidence*** that actions or tasks have been performed.
  - Helps reduce confusion around goals due to inadequate documentation
  - *“If it’s not documented, it didn’t happen”*
- Documentation in project management can take many forms
  - Roles and Responsibilities
  - Project Plans
  - Meeting Minutes / Summaries
  - ***Action Items***
  - ***Milestone Reports***

# Characteristics of Good Documentation

- Accurate
  - Documents must contain accurate data and an accurate account of events
- Complete
  - Required information must be included in the document
- Permanent
  - Information cannot be erasable nor obscured in any way
- Legible
  - Documentation must be easy to read
- Timely
  - Strive for documentation to be complete around the time work is performed
- Clear
  - Must be clear to limit misinterpretation of what was performed and/or recorded
- Traceable
  - Documentation should provide information on:
    - Activities being documented
    - Individual(s) performing the activities
    - Activities preceding and following the process



# Documentation – How does this Look

- Can be as simple as a lab notebook
  - No pencil!
- Formal Reports not necessary
  - Milestone reports or assessments should be formally reviewed
- Think simple easy solutions
  - Meeting Minutes
  - Emails can be a tool!

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# Quality

- *Quality can build predictability into the Project Management Process*
- Develop a Quality Plan
  - Define project scope
  - Establish goals
  - Establish workflow standards
  - Assign responsibilities
  - Communicate, Communicate, Communicate

# Establish a Team “Standard”

- A Project Manager can set the tone for a team
  - Establish by practice
  - Define expectations
  - Follow up tasks to completion
  - Don't be afraid to ask questions

# Quality, A Broad Exercise - Revisited

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## ***Questions***

# Thank you!

**Questions?**

**Please contact us at**

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