



# Project Quality Management: Why, What and How

*Kenneth H. Rose*

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Winner of the 2006 Cleland Award for Literature from Project Management Institute (PMI).

Quality is a much mentioned but little employed component of project success. There are many quality books, tools, and training courses on the market oriented toward the manufacturing domain, yet they provide little information of relevance to project managers who work with intellectual processes more than the action details of production. So where does a project manager go for guidance on integrating the quality demanded in project implementation? Right here!

**Project Quality Management** by Kenneth Rose offers project managers a specific, succinct, step-by-step project quality management process not found anywhere else. It gives you an immediate hands-on capability to improve project implementation and customer satisfaction in any project domain and will help maintain cost and schedule constraints to ensure a quality project. This user-friendly guide presents tools and techniques that implement the general methods defined in A Guide to the Project Management Body of Knowledge-Third Edition (PMBOK) published by the Project Management Institute (PMI), and augments those methods with more detailed, hands-on procedures that have been proven through actual practice.

Key Features:

- Provides project managers an explicit step-by-step quality management process, along with a coherent set of quality tools organized and explained according to their application within this process that can be applied immediately in any project context
- Introduces a Wheel of Quality that codifies in one complete image the contributing elements of contemporary quality management
- Establishes a new quality tool, the pillar diagram, that provides a needed capability to identify root causes of undesirable effects
- Includes a final walk-through of a practical exercise relevant to many project domains, which will help readers gain experience using the tools and techniques of this project quality management process before applying them to their own project work

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