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& Project
Quality!**

The processes you need to improve project outcomes

PROJECT QUALITY MANAGEMENT

Why, What and How

Kenneth H. Rose, PMP

Integrating the quality demanded in your projects

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.

About the Author

Kenneth H. Rose, PMP, has more than 35 years of hands-on experience in high technology development and project management and in the development and implementation of quality improvement programs, innovative performance measurement procedures, and strategic plans.

He is an ASQ Certified Quality Manager and past chairman of the National Defense Industrial Association robotics division.

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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
- **WAV** Offers numerous free downloadable tools for planning project quality, collecting and understanding data, comprehending and analyzing processes, and problem solving — available from the **Web Added Value™ Download Resource Center** at www.jrosspub.com

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Catalog no. J487, ISBN: 1-932159-48-7
July 2005, 192 pages, 6x9, softcover

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