



QUALITY MANAGEMENT

**PLAN IT.
INTEGRATE IT.
REPORT IT.**

Quality Management

Quality Management is one of the most important criteria for delivering customer satisfaction and demonstrating your team's and your organization's delivery capabilities. Quality is all-encompassing and is concerned with customer inputs, your project outputs, your team's quality, the quality of your documentation, and the quality of your management practices. This program provides you with technology and management consulting tools to succeed in integrating quality into your delivery activities and confidently report it. The program will provide a "LEARN TO" and "HOW TO" body of knowledge and experience.



EDG Cornerstone

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YOUR COURSE OF STUDY

- Cost of Poor Quality (CoPQ)
- Quality Management Plan (QMP)
- Quality Assurance | Quality Planning
- Quality Control
- Quality Tools
- Prevention
- Inspection
- Continuous Improvement
- Plan-Do-Check-Act
- Phase Quality Plan
- Product Quality Plan
- Phase Exit Criteria Checklist
- Integrating Quality into Project Plan
- Quality Baseline
- Quality Metrics
- Validating Technical Architecture
- Estimations
- Change Control
- Peer Review
- Self-Review
- Development Standards
- QA Templates
- Cost of Quality
- Cost of Rework
- QA in Application Management Support
- Quality of customer inputs
- Quality of team
- Quality of Documentation
- WYSIWYG Items

PARTICIPANT PROFILE

You should have delivered at least 1 end-to-end IT Implementation project. You are interested in working as a Quality Lead, Testing Lead, or Project Manager with strong Quality Management background.