Project Criteria and Metrics

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Organizational Process Assets: Organizational guidelines, historical databases, things learned from past projects, and an endorsed quality policy that sets the intended direction of those implementing the project with regards to quality. PMP Exam Prep will include examples of these assets.

ACCEPTANCE CRITERIA can significantly increase or decrease project quality costs. These criteria are performance requirements and essential conditions, which must be achieved before deliverables are accepted.

FORMAL ACCEPTANCE signifies the project deliverables meet specifications and requirements, and that they have been accepted by the customer.

The benefit of meeting quality requirements is less rework, which results in:

higher productivity

lower costs

increased stakeholder satisfaction

COSTS OF QUALITY are those costs incurred as a result of proactive prevention of nonconformance, noncompliance, and failing to meet requirements which result in rework.

BRAINSTORMING AND LATERAL THINKING are techniques group team members use to identify risks, or generate alternative approaches to performing work and executing the project. Each member's ideas are recorded for later analysis.

FLOWCHARTING creates a system process diagram that provides a step-by-step view into process inputs, process actions, and outputs. There are many styles, but all process flowcharts show activities, decision points, and the order of processing. They are helpful to the project team in that they help the team anticipate quality problems that might occur. The PMP exam will include some testing on flow charting and flow charting concepts and theory.

PROCESS IMPROVEMENT PLANS (PIPs) are subsidiaries of the project management plan that detail the steps for analyzing processes that facilitate the identification of waste and non-value added activity. The PIP increases customer satisfaction.

PROCESS METRICS maintain control over the status of processes.

PROCESS CONFIGURATION provides the project manager with a flowchart of processes to aid in analysis. Interfaces are identified.

PROCESS BOUNDARIES describe the purpose, process start- and end-dates, inputs and outputs, stakeholders and owners.

THE PERFORMANCE MEASUREMENT BASELINE is the basis for measuring and reporting quality performance. It is part of the quality baseline that records the quality objectives of the project.

QUALITY ASSURANCE (QA) is the process of auditing the project quality requirements to ensure the project employs processes necessary to meet requirements and quality standards.

Task 9: Develop Change Management Planâ€"Summary

In this task, the project manager develops a change management plan outlining how changes will be handled.

The objective of this task is to track and manage changes.

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