

Guide To PM City

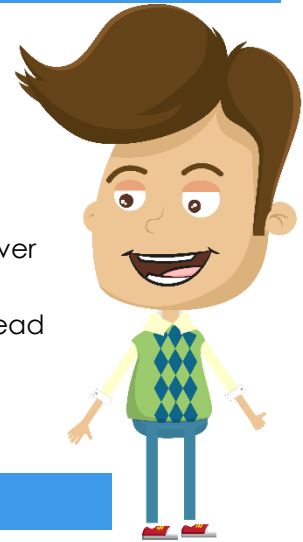
Quality Management Neighborhood

Your assistant on your journey to becoming a PMP

WELCOME TO PM CITY

Congratulations for embarking on the amazing and challenging journey to PM City. You are in good hands. The Crowd Training has designed and developed a course and a guide that aims to make your travels as productive and as effective as possible.

I am your Tour Guide, PM Guy. I will be with you throughout your journey. In some areas, you may see me. In most areas, you will hear my voice. If you ever need to reach me or have questions, use the comment box in the course module you are currently visiting. This way others with similar questions can read my response and enter their own thoughts and comments.



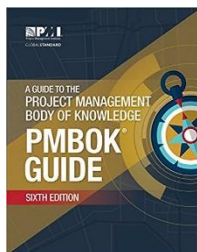
USING THE GUIDE

Use this guide to enhance your learning experience and rate of success.

Neuropsychological research has shown that the act of writing something down as you are taking in new content helps build lasting connections in your brain. When you only listening passively, you engage with the content in the parts of your brain responsible for listening and auditory sensing. By writing things down, you engage more parts of your brain. Add the act of interacting with The Crowd Training content, you build more connections and involve more learning styles. And if you think about your learning and make connections to your work experience and what your project management work may look like in some other industry or company, then you are making even more connections – that's referred to as metacognition.

Make the learning stick. Use this guide as you progress. Make it your own. The resource is for you. Highlight. Draw pictures. Write as much or as little as you want. Whatever works for you. Space is designated for each knowledge area, process, input, tool and technique, output, and extensions.

The guide is arranged to correspond to the content in the module. You may go in any order. You are not required to follow the course as it is laid out here in the guide.



The guide aligns with the Guide to the Project Management Body of Knowledge (PMBOK®) 6th edition. It is highly recommended that you possess a copy of the PMBOK® 6th edition – either in digital form or print. If you join PMI as a member, you receive a PDF digital copy that you may print out. Although, at over 750 pages, that is a lot to print. You can purchase a hard copy for around \$50 - \$80. Or you can elect to reference only the PDF version.

If you have suggestions on how The Crowd Training can make this guide even better, don't hesitate to tell us. Email us at surfer@mycrowdtraining.com

QUALITY MANAGEMENT



Project Quality Management is about achieving and maintaining the level of stakeholder satisfaction required for your project. What is that level? Well, that is what you and the other stakeholders need to figure out! Quality Management is determining those project and product standards and determining what can be done to meet those standards and how best to correct when the standards are not being met.

- About Quality Management knowledge area
 - Tailoring considerations
 - Trends

PLAN QUALITY MANAGEMENT

- About the process
- Inputs
 - Project management plan
 - Project documents
 - Project charter



- Enterprise environmental factors
- Organizational process assets



Tools

- Expert judgment
- Data gathering
- Data analysis
- Decision making
- Data representation
- Test and inspection planning
- Meetings



Outputs

- Quality management plan



- Quality metrics
- Project management plan updates
- Project document updates



Agile considerations

Additional notes

MANAGE QUALITY

About the process



Inputs

- Project management plan
- Project documents
- Organizational process assets



Tools

- Data gathering



- Data analysis
- Decision making
- Audits
- Data representation
- Problem solving
- Quality improvement methods
- Design for X



□ Outputs

- Test and evaluation documents
- Quality reports
- Change requests
- Project management plan updates



- Project document updates



- Agile considerations

- Additional notes

CONTROL QUALITY

- About the process



- Inputs

- Project management plan
- Project documents
- Approved change requests
- Deliverables
- Work performance data
- Enterprise environmental factors
- Organizational process assets



Tools

- Data gathering
- Data analysis
- Inspection
- Testing/product evaluations
- Data representation
- Meetings



Outputs

- Quality control measurements
- Verified deliverables
- Work performance information
- Change requests



- Project management plan updates

- Project document updates



Agile considerations

Additional notes