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| **PM-08-PS01: Gather and analyse quality requirements**  |

Topic elements to be covered include:

1. Quality standards including ISO guidelines, government regulations (AK0101)
2. Quality management methods, techniques and tools (AK0102)
3. Place of quality management in the project life cycle (AK0103)

**Resources:**

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| **Knowledge** | **Information from Project Manager Curriculum**  |
| National Curriculum Framework | 21905000-KM- 06, Project Quality ManagementKM-06-KT01: Plan quality managementKT0101 Project quality management planning concepts and flow of data |

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| **PM-08-PS02: Perform project quality assurance**  |

Topic elements to be covered include:

1. Quality management systems and techniques (AK0201)
2. Methods and techniques for identifying quality deviations and exceptions (AK0202)

**Resources:**

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| **Knowledge** | **Information from Project Manager Curriculum**  |
| National Curriculum Framework | 21905000-KM- 06, Project Quality ManagementKM-06-KT01: Plan quality managementKT0104 Quality management planning tools and techniques |

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| **PM-08-PS03: Control project quality**  |

Topic elements to be covered include:

1. Quality control measurement tools (AK0301)
2. Methods and techniques for measuring project quality (AK0302)
3. Non conformance management (AK0303)

**Resources:**

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| **Knowledge** | **Information from Project Manager Curriculum**  |
| National Curriculum Framework | 21905000-KM- 06, Project Quality ManagementKM-06-KT03: Control qualityKT0304 Quality control tools and techniques |

Use the Thompson Towers rehabilitation project to reflect on what you have learned about quality management and control. The word count for each question is a guideline for how much you should write. Please note that the use of AI to generate your responses (write for you) will be penalised, as we are interested in what YOU have learned in this course.

1. List the quality objectives of the Thompson Towers rehabilitation project, as well as the professional standards to ensure quality (200 words).

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1. Reflect on the purpose of a quality management plan in this project. What will it help you achieve – you can link your response here to the deliverables in the WBS (200 words).

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1. Explain, in your own words, quality control measurement tools and the methods and techniques for measuring project quality. Use the Thompson Towers Rehabilitation project to describe how you would manage non-conformance (200 words).

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**Observation Checklist**

**Check that the following is accomplished:**

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| --- | --- | --- |
| **Item** | **Checked (Yes=5****No=0)** | **Comment: where did you find the evidence?** |
| IAC0101 The project quality objectives reflects the outcome requirements of the project |  |  |
| IAC0201 An understanding of project quality assurance requirements and procedures are demonstrated |  |  |
| IAC0301 An understanding of project quality control requirements and procedures are demonstrated |  |  |
| **Name of member** |  |
| **Signature** |  |
| **Date** |  |
| **Total** | **/20** |

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| --- | --- | --- | --- |
| **Facilitator signature** |  | **Date** |  |