MERCURY

Project Quality Management: Applying Core Concepts to Build Excellence

8 – 12 February 2027
Amsterdam (Netherlands)

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Introduction

Project Quality Management: Applying Core Concepts to Build Excellence provides professionals with essential tools to ensure projects meet high standards and deliver consistent value. This course emphasizes the systematic application of quality principles, methods, and best practices throughout the project lifecycle. Participants will gain practical insights into quality planning, assurance, and control. The program focuses on integrating quality strategies to reduce errors, improve efficiency, and enhance stakeholder satisfaction. By examining real-world scenarios, learners will develop skills to identify risks, implement corrective measures, and drive continuous improvement. The course equips professionals with the knowledge to deliver excellence in projects.

Targeted Groups

This Project Quality Management: Applying Core Concepts to Build Excellence targets professionals seeking specialized knowledge and skills:

- Project managers seeking enhanced quality control.
- Quality assurance specialists aiming for practical application.
- Team leaders oversee project performance.
- Process improvement professionals in any sector.
- Business analysts focused on operational excellence.
- Engineers responsible for project deliverables.
- Consultants guiding organizational quality strategies.

Course Objectives

Participants will achieve the following objectives by Project Quality Management: Applying Core Concepts to Build Excellence completion:

- Understand core quality management concepts and principles.
- Learn to develop effective quality plans for projects.
- Apply quality assurance techniques to monitor project processes.
- Implement quality control measures to minimize defects.
- Analyze project outcomes to identify opportunities for improvement.
- Integrate continuous improvement practices into project workflows.
- Enhance stakeholder satisfaction through quality-focused strategies.
- Gain insights into risk management related to quality.
- Apply real-world problem-solving in project quality scenarios.
- Develop skills to achieve excellence in project execution.

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Targeted Competencies

Participants will gain the following competencies during the program:

- Ability to plan and execute project quality strategies.
- Skills in monitoring project processes for compliance.
- Proficiency in evaluating and controlling project deliverables.
- Capability to identify and mitigate quality risks.
- Knowledge of applying quality standards and frameworks.
- Expertise in using metrics to track performance and improvement.
- Practical skills in problem-solving and decision-making.
- Understanding of integrating quality principles across teams.
- Competence in enhancing efficiency and reducing project errors.

Studying Scenarios

In this training, participants will develop their skills through the analysis of the following scenarios:

- Evaluating project deliverables against quality standards.
- Implementing corrective measures for non-compliance.
- Conducting quality audits and performance reviews.
- Designing quality improvement initiatives for project processes.
- Managing risks that affect project quality outcomes.
- Applying stakeholder feedback to enhance project results.
- Integrating quality assurance in multi-department projects.
- Monitoring continuous improvement in ongoing projects.

Course Content

Unit 1: Introduction to Project Quality Management

- Define project quality and its importance.
- Understand principles of quality management systems.
- Explore key quality standards used in projects.
- Identify roles and responsibilities in quality management.
- Examine the relationship between quality, cost, and time.
- Analyze the impact of poor quality on project success.

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Unit 2: Quality Planning in Projects

- Learn how to develop a project quality management plan.
- Identify project objectives and quality requirements.
- Select appropriate quality tools and techniques.
- Define measurable quality metrics for project deliverables.
- Establish quality policies aligned with organizational goals.
- Plan for audits and compliance checks.
- Integrate stakeholder expectations into quality planning.

Unit 3: Quality Assurance Techniques

- Implement process improvement strategies.
- Monitor project processes for efficiency and effectiveness.
- Apply best practices in quality assurance.
- Conduct regular quality audits and reviews.
- Analyze performance data to detect trends.
- Ensure compliance with industry and regulatory standards.
- Promote a culture of quality within project teams.

Unit 4: Quality Control in Project Execution

- Measure project outputs against predefined standards.
- Detect defects and deviations early.
- Apply corrective actions to address non-conformities.
- Utilize statistical process control techniques.
- Document findings and improvements.
- Communicate quality results to stakeholders.
- Assess the impact of quality control on project success.

Unit 5: Continuous Improvement and Best Practices

- Implement continuous improvement cycles in projects.
- Learn from project successes and failures.
- Integrate lessons learned into future projects.
- Foster teamwork and collaboration to enhance quality.
- Leverage tools for ongoing process improvement.
- Promote innovation in quality management approaches.
- Align quality initiatives with the organization's strategic goals.

Final Insights & Key Takeaways

Participants will leave equipped to apply quality principles effectively in projects. They will confidently manage quality to achieve superior project outcomes.