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Global Learning for Operational Leaders




**PROJECT MANAGEMENT | PM-058**

# Project Quality Management and Assurance


## Contact

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## Address

Waarderweg 50, 2031 BP Haarlem - Netherlands.



# Course content

## Why Attend

Quality failures are among the most expensive problems a project can face. Rework, defects, rejected deliverables, warranty claims and safety incidents can wipe out margins and damage reputations long after a project is closed.

Project quality management ensures that deliverables meet requirements and stakeholder expectations, while quality assurance gives confidence that the right processes are being followed throughout delivery.

## Course Methodology

• This training course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes an interactive mixture of lecture-led learning, case studies, practical exercises and group discussions.

## Course Objectives

• Understand core principles and best practices covered in Project Quality Management and Assurance.

• Apply practical techniques to day-to-day operational challenges.

• Build an implementation action plan suitable for your organization.

## Target Audience

• Project managers and project engineers

• Quality managers and quality engineers

• QA/QC inspectors and coordinators

• Construction and engineering professionals



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# Course outline

## Detailed course outline

Day-by-day outline for Project Quality Management and Assurance.

### Day 1 - Quality Fundamentals in Projects

- 09:00-09:34 | What Quality Means: Conformance to requirements and fitness for use
- 09:34-10:08 | Quality Gurus and Principles: Deming, Juran, Crosby and their relevance to projects
- 10:08-10:42 | Quality Standards: ISO 9001, ISO 10006 and PMI guidance
- 10:42-11:00 | Cost of Quality: Prevention, appraisal and failure costs
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Cost of Quality: Prevention, appraisal and failure costs (continued)
- 11:46-12:20 | Quality Versus Grade: Understanding the difference
- 12:20-12:53 | Roles and Responsibilities: Project manager, QA, QC and the client
- 12:53-14:00 | Case Study: The true cost of a major project quality failure

### Day 2 - Quality Planning

- 09:00-09:34 | Identifying Quality Requirements: Contract, specifications, standards and regulations
- 09:34-10:08 | The Quality Management Plan: Structure, content and approval
- 10:08-10:42 | Inspection and Test Plans: Hold points, witness points and frequencies
- 10:42-11:00 | Acceptance Criteria: Making requirements measurable and verifiable
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Acceptance Criteria: Making requirements measurable and verifiable (continued)
- 11:46-12:20 | Quality Metrics: Selecting indicators for processes and deliverables
- 12:20-12:53 | Supplier Quality Requirements: Embedding quality in contracts
- 12:53-14:00 | Workshop: Develop a quality plan and ITP for a project package



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### Day 3 - Quality Assurance

• 09:00-09:30 | Purpose of Quality Assurance: Confidence that processes will produce quality

• 09:30-10:00 | Process Audits: Planning, conducting and reporting project audits

• 10:00-10:30 | Document Control: Ensuring correct revisions and approvals

• 10:30-11:00 | Design Reviews: Verifying designs before construction or build

• 11:00-11:30 | Coffee break

• 11:30-12:00 | Design Reviews: Verifying designs before construction or build (continued)

• 12:00-12:30 | Supplier Audits and Surveillance: Managing quality across the supply chain

• 12:30-13:00 | Quality Training and Competence: Ensuring people are qualified

• 13:00-14:00 | Exercise: Conduct a mock quality audit

### Day 4 - Quality Control and Analysis

• 09:00-09:34 | Inspection and Testing: Methods, records and verification

• 09:34-10:08 | The Seven Basic Quality Tools: Check sheets, Pareto, histograms, scatter, control charts, flowcharts and fishbone

• 10:08-10:42 | Statistical Process Control: Understanding variation

• 10:42-11:00 | Root Cause Analysis: 5 Whys, fishbone and fault tree analysis

• 11:00-11:30 | Coffee break

• 11:30-11:46 | Root Cause Analysis: 5 Whys, fishbone and fault tree analysis (continued)

• 11:46-12:20 | Nonconformance Reports: Recording, disposition and closure

• 12:20-12:53 | Corrective and Preventive Action: Eliminating recurrence

• 12:53-14:00 | Lab: Analyse quality data and identify root causes



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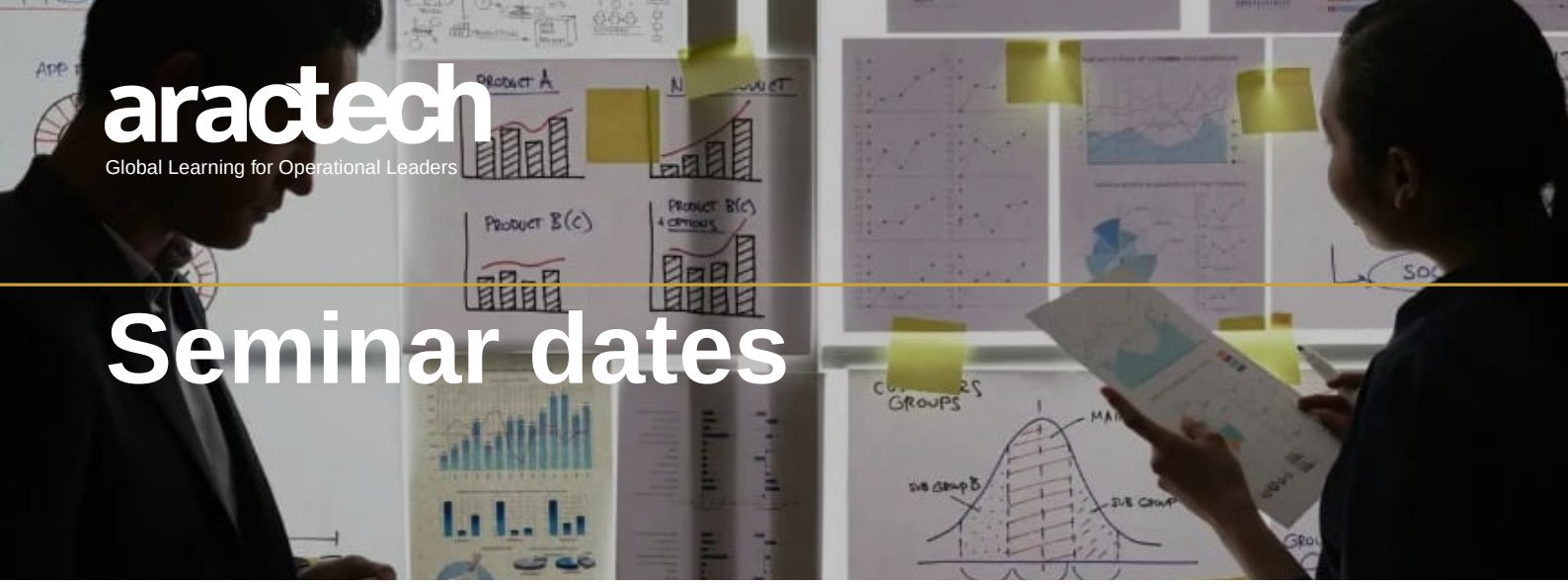
Day-by-day outline for Project Quality Management and Assurance.

### Day 5 - Continuous Improvement and Quality Culture

- 09:00-09:34 | Continuous Improvement Methods: PDCA, Lean and Six Sigma in projects
- 09:34-10:08 | Quality Reporting: Dashboards and management reviews
- 10:08-10:42 | Customer Satisfaction: Measuring and responding to client feedback
- 10:42-11:00 | Handover and Completion: Punch lists, quality dossiers and acceptance
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Handover and Completion: Punch lists, quality dossiers and acceptance (continued)
- 11:46-12:20 | Lessons Learned: Capturing and applying quality lessons
- 12:20-13:27 | Building a Quality Culture: Leadership, ownership and accountability
- 13:27-14:00 | Capstone: Participants present a quality improvement plan for their projects



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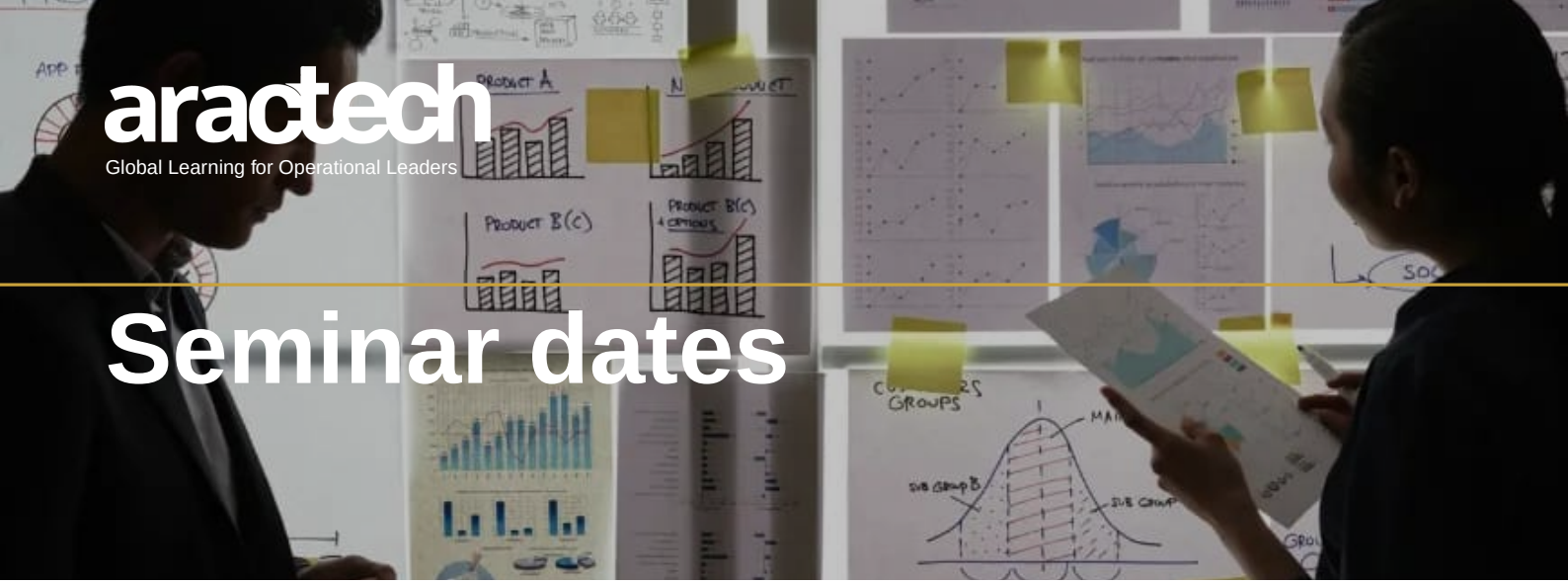
# Seminar dates

## Available seminar dates

Live dates and pricing for Project Quality Management and Assurance generated from the course details page.

| Date | Location | Format | Fee |
|---|---|---|---|
| 4 - 8 January 2027 | Dubai | Classroom | **€2,745** |
| 11 - 15 January 2027 | Amsterdam | Classroom | **€2,415** |
| 18 - 22 January 2027 | Dubai | Classroom | **€2,745** |
| 25 - 29 January 2027 | London | Classroom | **€2,815** |
| 1 - 5 February 2027 | Cape Town | Classroom | **€1,895** |
| 8 - 12 February 2027 | Dusseldorf | Classroom | **€3,400** |
| 15 - 19 February 2027 | Berlin | Classroom | **€3,400** |
| 22 - 26 February 2027 | Barcelona | Classroom | **€2,175** |
| 1 - 5 March 2027 | Cape Town | Classroom | **€1,895** |
| 8 - 12 March 2027 | Frankfurt | Classroom | **€2,215** |



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| Date | Location | Format | Fee |
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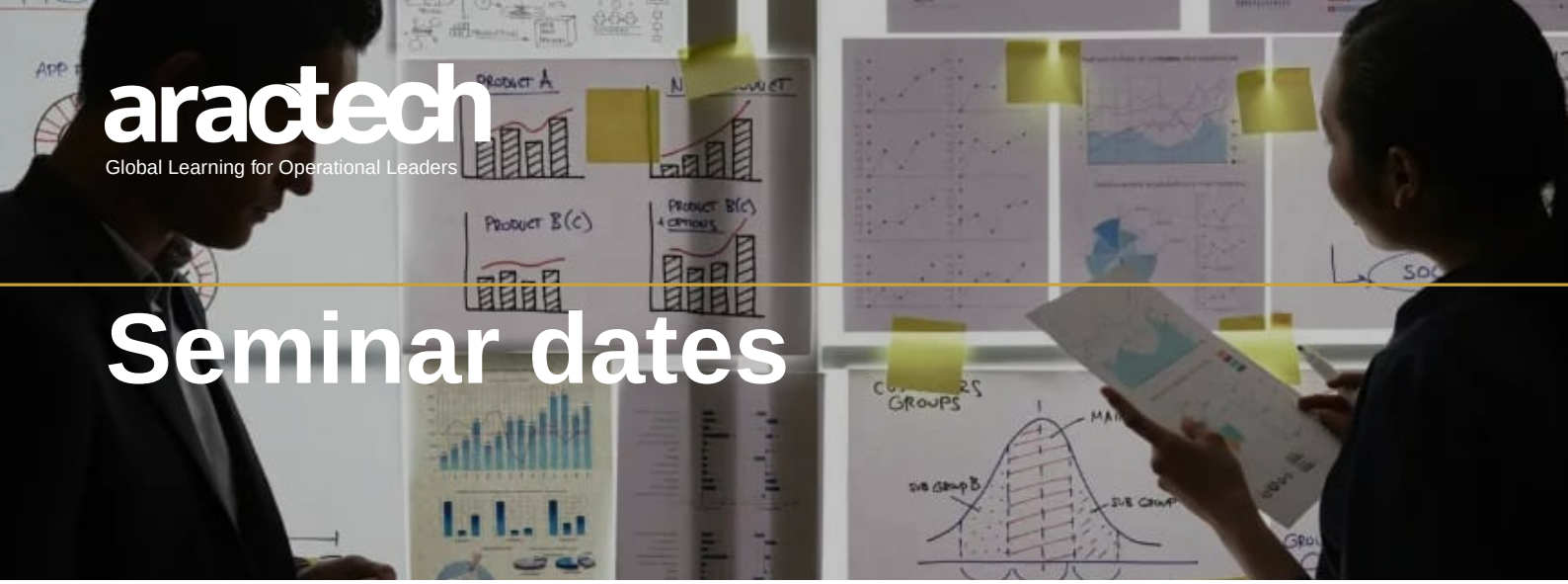
| 15 - 19 March 2027 | Dubai | Classroom | **€2,745** |
| 22 - 26 March 2027 | Kuala lumpur | Classroom | **€2,425** |
| 5 - 9 April 2027 | Stockholm | Classroom | **€3,400** |
| 12 - 16 April 2027 | Istanbul | Classroom | **€2,250** |
| 19 - 23 April 2027 | Dubai | Classroom | **€2,745** |
| 26 - 30 April 2027 | Cape Town | Classroom | **€1,895** |
| 3 - 7 May 2027 | Paris | Classroom | **€2,210** |
| 10 - 14 May 2027 | Dubai | Classroom | **€2,745** |
| 17 - 21 May 2027 | Amsterdam | Classroom | **€2,415** |
| 24 - 28 May 2027 | Dubai | Classroom | **€2,745** |



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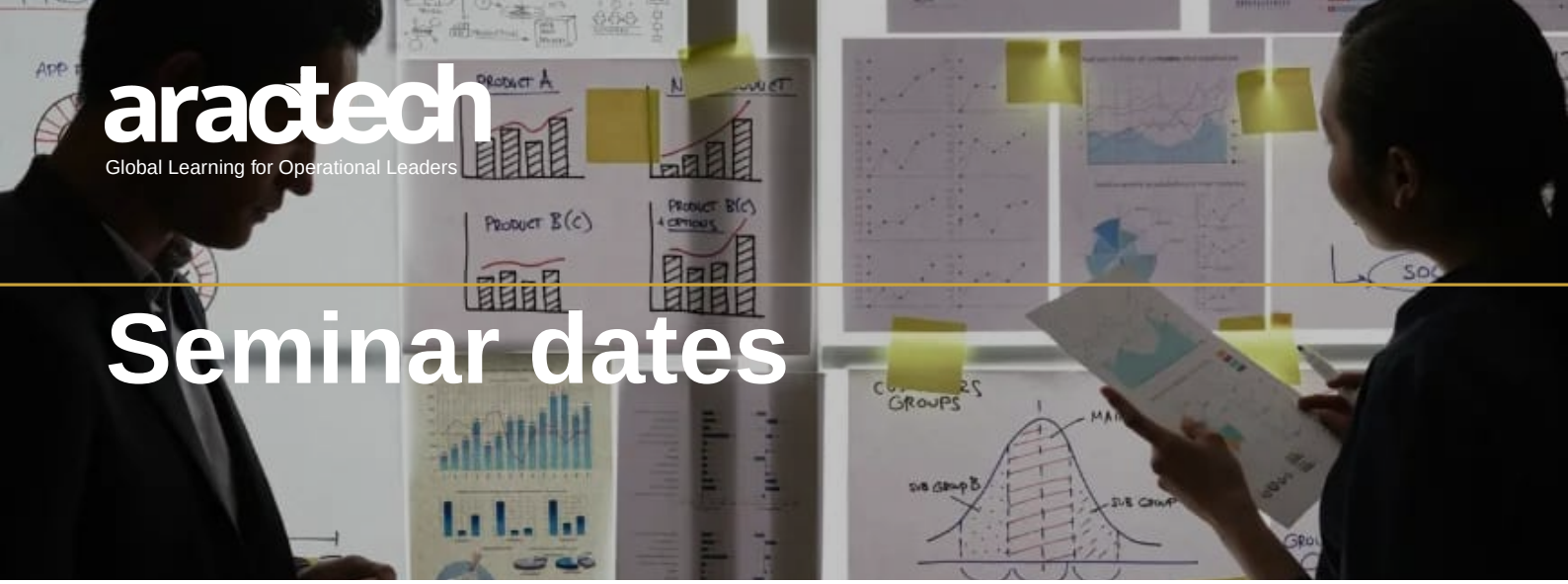
| Date | Location | Format | Fee |
|---|---|---|---|
| 7 - 11 June 2027 | Malmo | Classroom | **€3,400** |
| 14 - 18 June 2027 | Cape Town | Classroom | **€1,895** |
| 21 - 25 June 2027 | Istanbul | Classroom | **€2,250** |
| 5 - 9 July 2027 | Dubai | Classroom | **€2,745** |
| 12 - 16 July 2027 | Barcelona | Classroom | **€2,175** |
| 19 - 23 July 2027 | Cape Town | Classroom | **€1,895** |
| 26 - 30 July 2027 | Copenhagen | Classroom | **€3,400** |
| 2 - 6 August 2027 | Dubai | Classroom | **€2,745** |
| 9 - 13 August 2027 | Kuala lumpur | Classroom | **€2,425** |
| 16 - 20 August 2027 | London | Classroom | **€2,815** |



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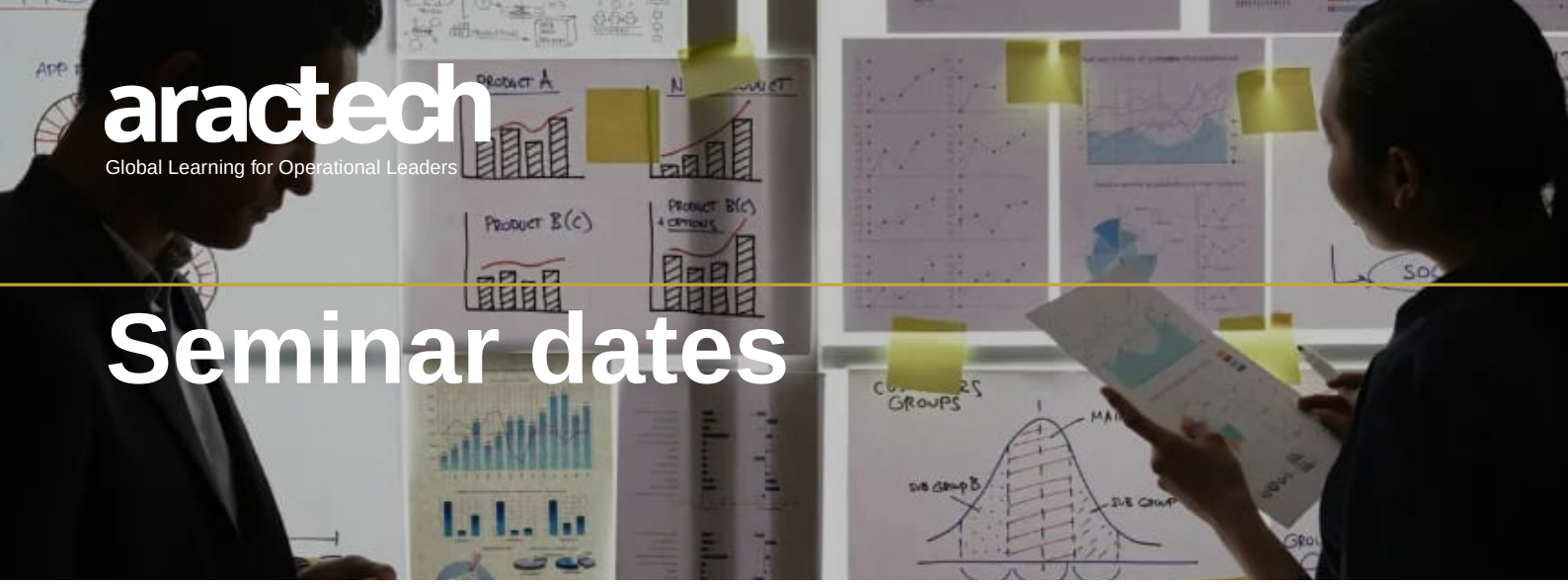
|---|---|---|---|
| 23 - 27 August 2027 | Oslo | Classroom | **€4,200** |
| 6 - 10 September 2027 | Dubai | Classroom | **€2,745** |
| 13 - 17 September 2027 | Cape Town | Classroom | **€1,895** |
| 20 - 24 September 2027 | Paris | Classroom | **€2,210** |
| 4 - 8 October 2027 | Dubai | Classroom | **€2,745** |
| 11 - 15 October 2027 | Amsterdam | Classroom | **€2,415** |
| 18 - 22 October 2027 | Dubai | Classroom | **€2,745** |
| 25 - 29 October 2027 | Dublin | Classroom | **€3,360** |
| 1 - 5 November 2027 | Cape Town | Classroom | **€1,895** |
| 8 - 12 November 2027 | Istanbul | Classroom | **€2,250** |



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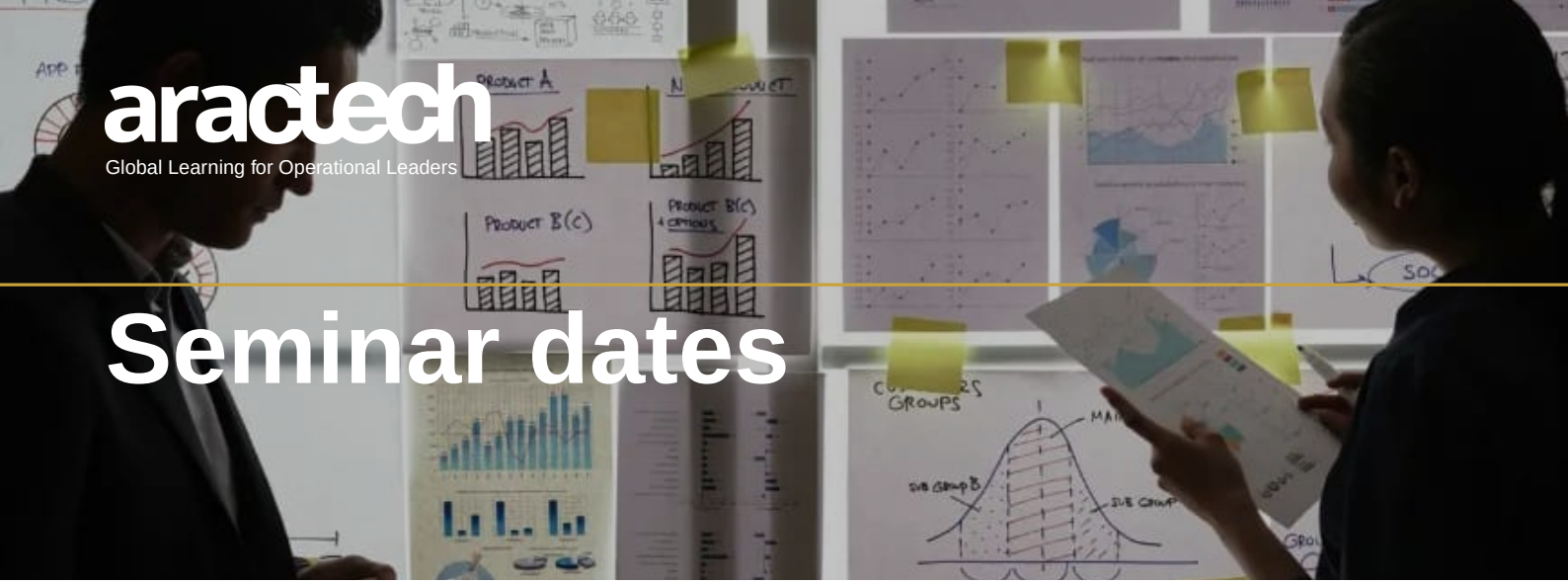
| Date | Location | Format | Fee |
|---|---|---|---|
| 15 - 19 November 2027 | Dubai | Classroom | **€2,745** |
| 22 - 26 November 2027 | Manchester | Classroom | **€3,360** |
| 6 - 10 December 2027 | Cape Town | Classroom | **€1,895** |
| 13 - 17 December 2027 | Frankfurt | Classroom | **€2,215** |
| 20 - 24 December 2027 | Dubai | Classroom | **€2,745** |
| 27 - 31 December 2027 | Kuala lumpur | Classroom | **€2,425** |
| 4 - 8 January 2027 | Online / Live | Online / Live | **€1,515** |
| 11 - 15 January 2027 | Online / Live | Online / Live | **€1,515** |
| 18 - 22 January 2027 | Online / Live | Online / Live | **€1,515** |
| 25 - 29 January 2027 | Online / Live | Online / Live | **€1,515** |



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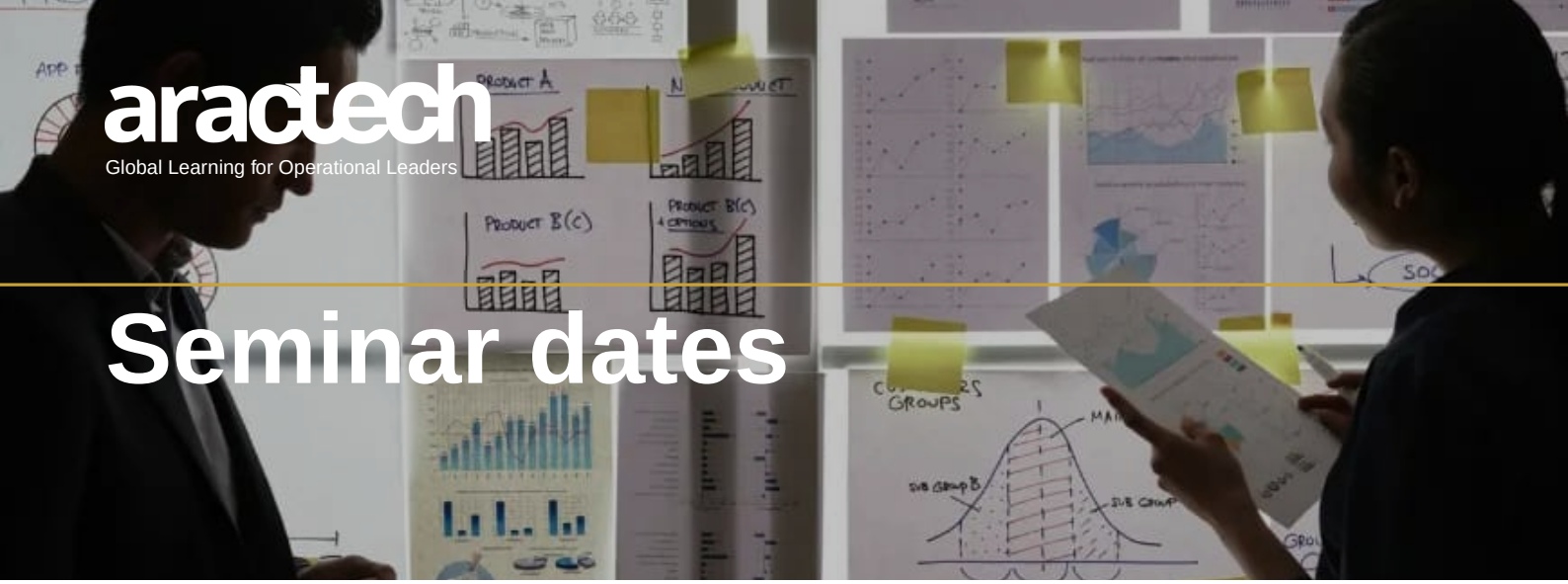
| Date | Location | Format | Fee |
|---|---|---|---|
| 1 - 5 February 2027 | Online / Live | Online / Live | **€1,515** |
| 8 - 12 February 2027 | Online / Live | Online / Live | **€1,515** |
| 15 - 19 February 2027 | Online / Live | Online / Live | **€1,515** |
| 22 - 26 February 2027 | Online / Live | Online / Live | **€1,515** |
| 1 - 5 March 2027 | Online / Live | Online / Live | **€1,515** |
| 8 - 12 March 2027 | Online / Live | Online / Live | **€1,515** |
| 15 - 19 March 2027 | Online / Live | Online / Live | **€1,515** |
| 22 - 26 March 2027 | Online / Live | Online / Live | **€1,515** |
| 5 - 9 April 2027 | Online / Live | Online / Live | **€1,515** |
| 12 - 16 April 2027 | Online / Live | Online / Live | **€1,515** |



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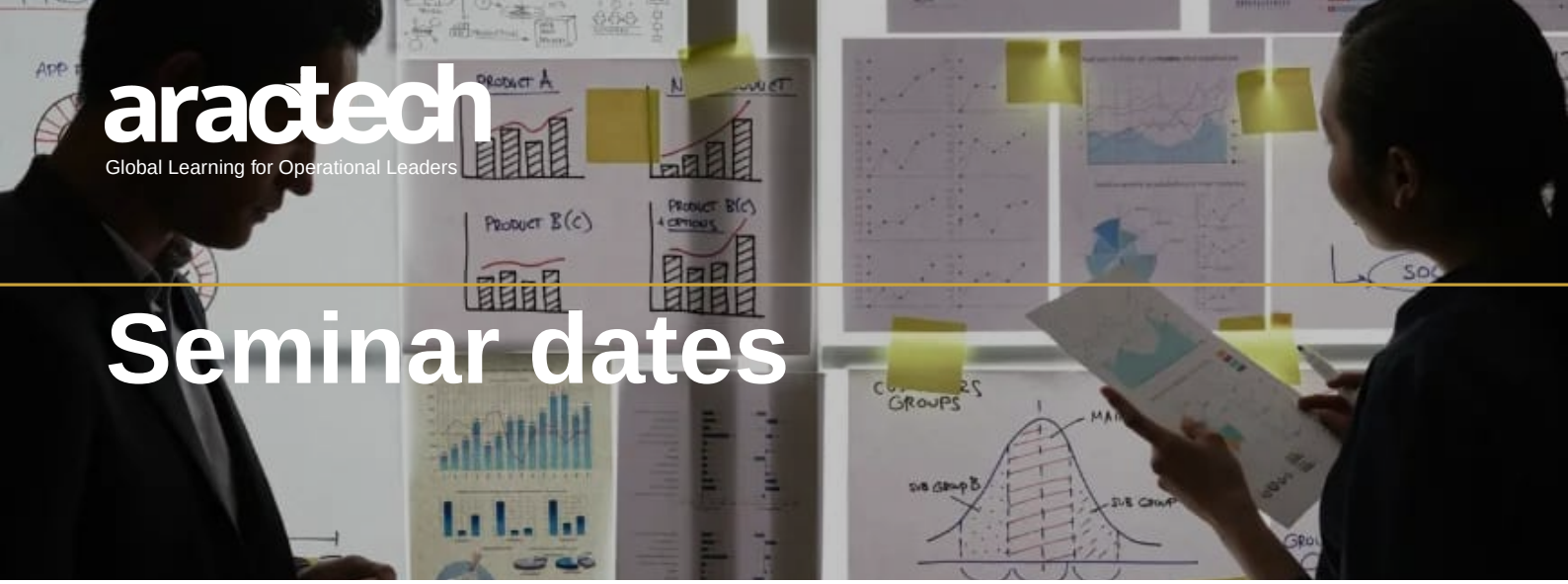
| 19 - 23 April 2027 | Online / Live | Online / Live | **€1,515** |
| 26 - 30 April 2027 | Online / Live | Online / Live | **€1,515** |
| 3 - 7 May 2027 | Online / Live | Online / Live | **€1,515** |
| 10 - 14 May 2027 | Online / Live | Online / Live | **€1,515** |
| 17 - 21 May 2027 | Online / Live | Online / Live | **€1,515** |
| 24 - 28 May 2027 | Online / Live | Online / Live | **€1,515** |
| 7 - 11 June 2027 | Online / Live | Online / Live | **€1,515** |
| 14 - 18 June 2027 | Online / Live | Online / Live | **€1,515** |
| 21 - 25 June 2027 | Online / Live | Online / Live | **€1,515** |
| 5 - 9 July 2027 | Online / Live | Online / Live | **€1,515** |



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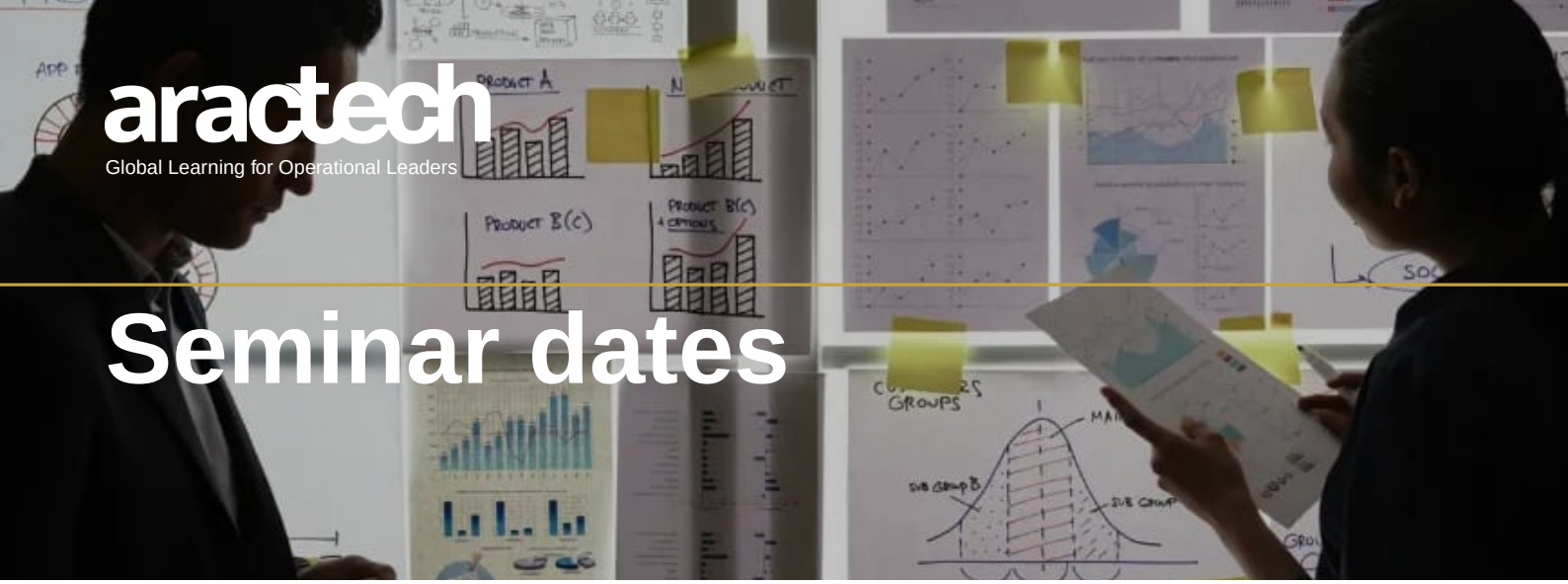
| 12 - 16 July 2027 | Online / Live | Online / Live | **€1,515** |
| 19 - 23 July 2027 | Online / Live | Online / Live | **€1,515** |
| 26 - 30 July 2027 | Online / Live | Online / Live | **€1,515** |
| 2 - 6 August 2027 | Online / Live | Online / Live | **€1,515** |
| 9 - 13 August 2027 | Online / Live | Online / Live | **€1,515** |
| 16 - 20 August 2027 | Online / Live | Online / Live | **€1,515** |
| 23 - 27 August 2027 | Online / Live | Online / Live | **€1,515** |
| 6 - 10 September 2027 | Online / Live | Online / Live | **€1,515** |
| 13 - 17 September 2027 | Online / Live | Online / Live | **€1,515** |
| 20 - 24 September 2027 | Online / Live | Online / Live | **€1,515** |



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| 18 - 22 October 2027 | Online / Live | Online / Live | **€1,515** |
| 25 - 29 October 2027 | Online / Live | Online / Live | **€1,515** |
| 1 - 5 November 2027 | Online / Live | Online / Live | **€1,515** |
| 8 - 12 November 2027 | Online / Live | Online / Live | **€1,515** |
| 15 - 19 November 2027 | Online / Live | Online / Live | **€1,515** |
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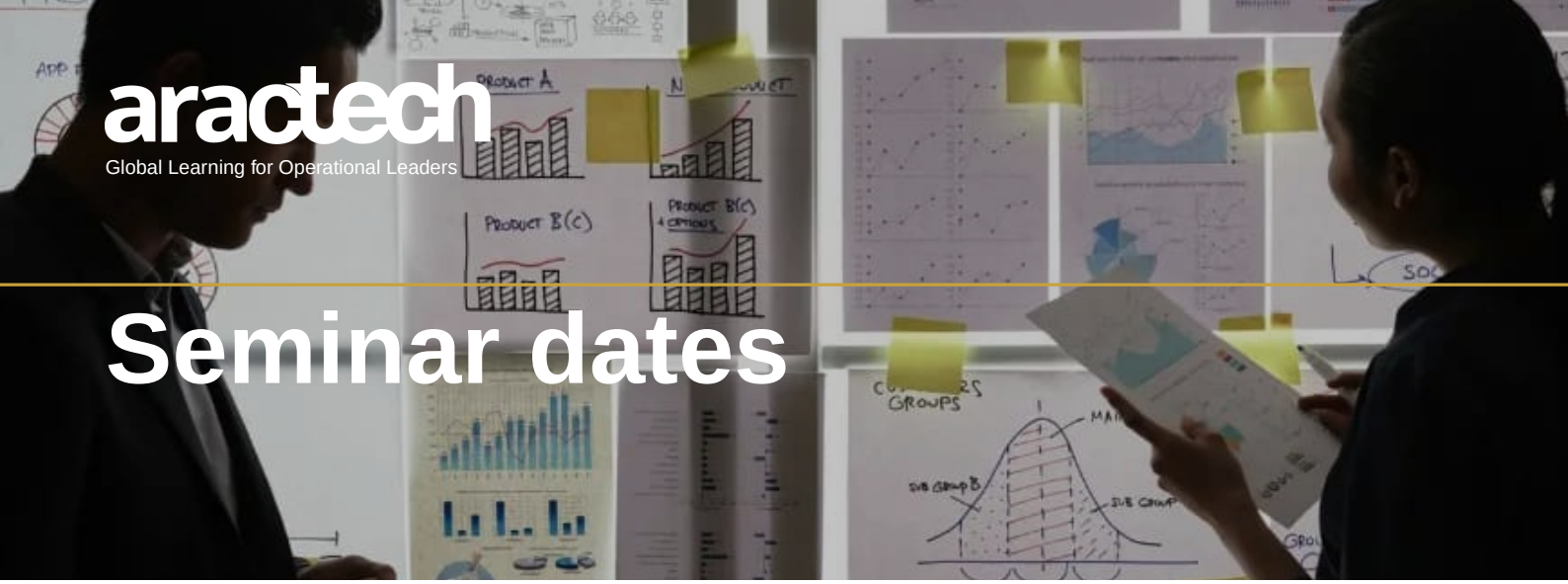

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| 20 - 24 December 2027 | Online / Live | Online / Live | **€1,515** |
| 27 - 31 December 2027 | Online / Live | Online / Live | **€1,515** |