BSB50820DIPLOMAOFPROJECT MANAGEMENT

A20248 PROJECT QUALITY

BSBPMG532 Manage projectquality

ASSESSMENTS

AUSTRALIAN PACIFIC COLLEGE

Contents

Introduction 3
Assessment 1 4
Assessment 2 7

Introduction

This subject **A20248 Project Quality**, in the *BSB50820 Diploma of Project Management*, comprises two Assessments. The following table summarises the information about each assessment.

	Assessment 1	Assessment 2
Due Date	Session 5 *(*Not Week 5)*	Session 8 *(*Not Week 8)*
Weighting	50%	50%
Grading Method	Rubric	Rubric
Submission Method	Students are required to submit their assessments to myAPC hub.	
Feedback	The results will be available within 7 days after the due date of the assessment.	

APC is using Rubric for assessment marking. A rubric is a tool used to interpret and grade students' work against a set of criteria.

Instructions

1. Assessments should be completed as per your trainer's instructions.
2. Assessments must be submitted by the due date to avoid a late submission penalty.
3. Plagiarism is copying someone else's work and submitting it as your own. You must write your answers in your own words and include a reference list. You are required to run the plagiarism report on your assessments prior to the submission, and ensure that the plagiarism score is below 30%. A mark of zero will be given for any assessment or part of an assessment that has been plagiarised.
4. You may discuss your assessments with other students, but submitting identical answers to other students will result in a zero mark. Your answers must be yours alone.
5. All the assessments must be submitted to myAPC hub.6.

You must attempt all questions in the assessment.

7. You must get satisfactory results on both assessments to pass the subject.
8. All assessments are to be completed in accordance with WHS regulatory requirements.

Assessment 1

Qualification	BSB50820 Diploma of Project Management
Subject	A20248 Project Quality
Assessment method	Written Responses
Weighting	50%
Unit of Competency	BSBPMG532 Manage project quality

You are required to create a Quality Management Plan for a project of your choice by completing all sections of the template below. Your answers to each section need to be detailed and specific to your project.

PE	*Manage project quality on at least two occasions*
PE	*Document a quality-management plan*
KE	*Quality management theory*

Quality Management Plan

Project name:	

1. INTRODUCTION

Workstation procurement and installation project - This Quality Management Plan serves as a comprehensive guide to ensuring the successful execution of the workstation procurement and installation project. By integrating quality management theory into practical project elements, the plan aims to not only meet but exceed the expectations of the university and its stakeholders, fostering an environment conducive to excellence in education and research.

2. QUALITY OBJECTIVES

Objective 1: Compliance with Ergonomic Standards:
Ensuring that all procured workstations meet or exceed industry-recognized ergonomic standards is a fundamental quality objective. This involves evaluating the design, materials, and functionality of the workstations to guarantee the health and well-being of university staff and students. Adherence to ergonomic standards contributes to increased comfort, reduced fatigue, and enhanced productivity.

Objective 2: Minimize Downtime During Installation:
To mitigate disruptions to ongoing academic activities, a key quality objective is to minimize downtime during the installation phase. This involves careful planning, coordination, and efficient execution of the workstation installation process. By establishing a well-organized schedule and contingency plans, the project aims to ensure that the installation activities do not interfere with the regular functioning of university departments.

Objective 3: Stakeholder Satisfaction:
The satisfaction of stakeholders, including university staff, students, and administrators, is a crucial quality objective. Beyond meeting technical specifications, the project aims to consider user experience and preferences. Regular feedback loops and consultations with stakeholders are incorporated to address any concerns promptly, fostering a positive perception of the

project outcomes and ensuring that the delivered workstations align with the needs and expectations of end-users.

Stakeholder Consultation:

Stakeholder engagement is essential to the success of the project, and the following stakeholders have been consulted:

1. University Staff (End Users):
   - Reason for Consultation: To understand the daily needs, preferences, and expectations of the end users who will be utilizing the workstations. This input helps tailor the workstation selection to meet the specific requirements of different departments.

2. Facility Management Team:
   - Reason for Consultation: To ensure that the installation process aligns with facility management protocols and to address any logistical concerns. Input from the facility management team helps optimize the installation schedule to minimize disruptions.

3. Procurement Department:
   - Reason for Consultation: To align the procurement process with university policies and standards. Input from the procurement department ensures that the vendors selected meet the necessary criteria, including financial stability and a track record of delivering quality products.

Techniques and Processes for Stakeholder Input:

1. Surveys and Questionnaires:
   - Surveys were distributed to university staff to gather feedback on their workstation preferences, considering factors such as desk space, storage, and ergonomic features.

2. Focus Group Discussions:
   - Focus group discussions were organized with representatives from different departments to delve deeper into specific needs and concerns. This interactive approach provided qualitative insights.

3. Regular Progress Meetings:
   - Ongoing progress meetings were conducted with key stakeholders, including facility managers and procurement specialists. These meetings facilitated continuous communication, allowing stakeholders to express concerns and provide input at various stages of the project.

4. Feedback Platforms:
   - An online feedback platform was established to collect real-time input from end users during the initial implementation phase. This allowed for quick adjustments based on user experience and identified issues.

By employing a combination of these techniques, the project ensures a holistic understanding of stakeholder expectations and incorporates their input into the decision-making process, ultimately enhancing the overall quality of the project outcomes.

3. QUALITY METRICS

Metric 1: Workstation Ergonomics Index (WEI):
- Explanation: The Workstation Ergonomics Index (WEI) is a quantitative metric designed to assess the ergonomic quality of the procured workstations. It takes into account factors such as adjustable features, comfort, and adherence to industry ergonomic standards. A higher WEI indicates better ergonomic design and, consequently, higher quality workstations.

- Application to Project Quality:
  - This metric directly aligns with the quality objective of ensuring compliance with ergonomic

standards. By regularly measuring the WEI throughout the procurement process, the project can verify that the selected workstations contribute to a comfortable and healthy working environment. It acts as a tangible indicator of the project's success in delivering quality products that prioritize user well-being.

Metric 2: Installation Timeline Adherence Rate (ITAR):
- Explanation: The Installation Timeline Adherence Rate (ITAR) is a metric focused on the project's ability to stick to the planned installation schedule. It measures the percentage of tasks completed within the predefined timeframes. A higher ITAR indicates successful adherence to the project timeline, minimizing downtime and disruptions to regular university activities.

- Application to Project Quality:
  - This metric directly addresses the quality objective of minimizing downtime during the installation phase. By consistently monitoring and evaluating the ITAR, the project team can ensure that the installation process proceeds efficiently and within the specified timelines. Achieving a high ITAR demonstrates the project's commitment to quality by respecting the operational schedules of the university departments and minimizing any negative impact on their activities.

Metric 3: Stakeholder Satisfaction Index (SSI):
- Explanation: The Stakeholder Satisfaction Index (SSI) is a qualitative metric that assesses the satisfaction levels of key stakeholders, including university staff, students, and administrators. It involves gathering feedback on user experience, preferences, and overall satisfaction with the new workstations. A higher SSI reflects greater stakeholder satisfaction and, by extension, higher project quality.

- Application to Project Quality:
  - This metric directly aligns with the quality objective of ensuring stakeholder satisfaction. By systematically collecting and analyzing feedback through surveys, focus group discussions, and feedback platforms, the project team can gauge how well the delivered workstations meet the expectations and needs of the end users. A high SSI indicates that the project has successfully addressed user preferences and concerns, contributing to overall project quality and success.

4. QUALITY BASELINE STANDARDS

Provide the current baseline for each of the 3 metrics you have identified as your metrics. The baseline measures are the current standards and levels that are being achieved prior to the commencement of your project. You may wish to use the table below to present the existing baselines.

1.1 Identify quality objectives and standards with input from relevant stakeholders
KE - relevant project quality standards that apply in the organisation

EXAMPLE

Item	Acceptable Level	Comments
Workstation Ergonomics Index (WEI)	WEI of 80 or higher	Current workstations have been assessed with an average WEI of 78. The acceptable level is set at 80 to ensure a noticeable improvement in ergonomic quality with the new workstations.
Installation Timeline Adherence Rate (ITAR)	ITAR of 95% or higher	Historical data on past projects indicates an average ITAR of 90%. The acceptable level is set at 95% to improve project efficiency and minimize any potential delays in the installation phase.
Stakeholder Satisfaction Index (SSI)	SSI of 75 or higher	Feedback from previous projects and user surveys indicates an average SSI of 72. Setting the acceptable level at 75 ensures a targeted improvement in addressing stakeholder expectations and enhancing overall satisfaction.

5. QUALITY MANAGEMENT METHODS AND TOOLS TO BE USED

Explain what methods and tools you will use throughout the project to manage the necessary quality required to ensure the deliverables of the project, as well as the quality objectives

To implement robust quality control and assurance processes throughout the project lifecycle, a combination of methods and tools will be employed. Firstly, a comprehensive Quality Management System (QMS) will be established, outlining standardized procedures and protocols. Regular quality audits, utilizing tools such as checklists and compliance matrices, will be conducted to ensure adherence to predefined quality standards. Additionally, statistical process control charts will be employed to monitor and analyze variations in key metrics, including the Workstation Ergonomics Index (WEI) and Installation Timeline Adherence Rate (ITAR). Continuous improvement methodologies, such as the Plan-Do-Check-Act (PDCA) cycle, will be integrated, allowing for real-time adjustments based on quality data analysis. This holistic approach aims to systematically manage and enhance project quality, ensuring the successful achievement of quality objectives.

6. QUALITY MANAGEMENT TEAM

Provide a list of the people that will be involved in implementing, measuring and monitoring the plan. Include their name, title, role and responsibilities eg. quality control, quality assurance, quality monitoring, etc.

KE - roles and responsibilities of quality management personnel

PROJECT MANAGER SIGN-OFF
As the Project Manager, affirm my commitment to overseeing the successful implementation of the Quality Management Plan. I acknowledge the importance of integrating quality objectives and ensuring adherence to standards throughout the project

<Ray> Project Manager	Date:28/11/2023

SPONSOR ACCEPTANCE	
Approved by the Project Sponsor:	
<Project Sponsor> *<Project Sponsor Title>*	Date:

Part B

1. COMMUNICATION OF PROJECT'S QUALITY REQUIREMENTS

Provide an example of an email that you would send to each of the following groups:

a. Stakeholders to advise them of how quality will be achieved in your project and seek their feedback

b. Your project team to advise them of the quality requirements of the project and of any specific information that relates to their individual roles within the team

a. Email to Stakeholders:

Subject: Ensuring Quality in Our Project: Seeking Your Feedback

Dear Stakeholders,

I hope this message finds you well. As we embark on the workstation enhancement project, ensuring top-notch quality is a priority. Your insights are crucial to our success. Please take a moment to share your feedback on how we can achieve and surpass expectations. Your collaboration is highly valued in shaping the success of our project.

Best regards,
Ray

b. Email to Project Team:

Subject: Important: Quality Requirements and Your Role

Team,

Attached are the key quality requirements for our project. Your role in maintaining these standards is crucial. Reach out to [Quality Manager's Name] for guidance. Let's work together to ensure every aspect meets our quality goals. Feel free to connect for any clarification or assistance. Your dedication to quality is pivotal.

Best,
Ray

2. QUALITY ASSURANCE OF METHODS AND TOOLS

Undertake a quality audit of the methods and tools that you are using in your project and provide the data and results of your audit – what methods and tools worked and which ones didn't

Quality Assurance Audit Results:

A comprehensive quality assurance audit was conducted to assess the effectiveness of project processes and tools. The project adhered to the planned methodologies with a 95% compliance rate, indicating robust adherence to established standards. Notably, the Quality Management System (QMS) efficiently recorded audit data, ensuring timely documentation of quality metrics. Key tools such as statistical process control charts proved effective in monitoring variations in project metrics. However, minor adjustments were made to enhance the clarity of certain process documentation. Overall, the audit demonstrated a high level of compliance and identified areas for continuous improvement, aligning with the project's commitment to quality.

Key Tools and Methodologies:
- Quality Management System (QMS)
- Statistical Process Control Charts

- Compliance Checklists
- Continuous Improvement Processes

3. QUALITY CONTROL REVIEW OF PROJECT AND PRODUCT OUTPUTS

- Provide examples of the data results from your quality control processes for each of the 3 quality metrics for your project
- Explain how effective the quality control of your project was in achieving each of the 3 quality metrics

Quality Control Review Results:

1. Workstation Ergonomics Index (WEI):
   - Data Result: WEI improved from a baseline of 78 to 82, surpassing the target of 80.
   - Effectiveness: Rigorous quality control during procurement ensured vendors met ergonomic standards, resulting in enhanced workstation design and user comfort.

2. Installation Timeline Adherence Rate (ITAR):
   - Data Result: Achieved an ITAR of 96%, exceeding the 95% target.
   - Effectiveness: Effective control measures and real-time adjustments minimized delays, ensuring efficient installation within established timelines.

3. Stakeholder Satisfaction Index (SSI):
   - Data Result: SSI rose from 72 to 78, surpassing the target of 75.
   - Effectiveness: Regular stakeholder engagement and responsiveness to feedback led to improved satisfaction, demonstrating the effectiveness of the quality control processes in meeting stakeholder expectations.

4. VARIANCES

Explain where there were variances in meeting the quality objectives and include:
- how the variance was identified,
- what will be done to resolve the problem,
- what quality management methods, techniques and tools you could use to resolve the quality issue in future

Identification of Variance:
A variance in achieving the target WEI was identified through post-installation user feedback, revealing some workstations falling slightly below the expected ergonomic standard.

Resolution Approach:
To address this, immediate corrective actions involve re-evaluating and, if necessary, retrofitting workstations to meet the desired ergonomic level.

Quality Management Methods:
Utilizing root cause analysis and the Plan-Do-Check-Act cycle, the team will investigate and implement corrective measures. Continuous improvement methodologies will be employed to prevent similar variances in the future, ensuring sustained adherence to quality standards.

– END –

Assessment 2

Qualification	BSB50820 Diploma of Project Management
Subject	A20248 Project Quality
Assessment method	Written Responses
Weighting	50%
Unit of Competency	BSBPMG532 Manage project quality

Your project is now in the close phase and it is time to review how effectively your Quality Management Plan delivered on the quality objectives of your project. You need to review your project outcomes, explain how you implemented continuous improvement to deliver on quality and then provide lessons learned from your project.

1. PROJECT OUTCOMES REVIEW

Review the 3 quality objectives that you included in Assessment 1 and discuss how well they were achieved or why they weren't achieved.

Project Outcomes Review:

1. Compliance with Ergonomic Standards (WEI):
   - Achievement: The project successfully achieved and surpassed the targeted Workstation Ergonomics Index (WEI), improving user comfort and health.

2. Minimize Downtime During Installation (ITAR):
   - Achievement: The Installation Timeline Adherence Rate (ITAR) exceeded expectations, minimizing disruptions and ensuring efficient workstation setup.

3. Stakeholder Satisfaction (SSI):
   - Achievement: Stakeholder Satisfaction Index (SSI) increased, reflecting improved stakeholder contentment through regular engagement and responsiveness.

Overall, the project effectively achieved its quality objectives, demonstrating the successful implementation of the Quality Management Plan and contributing to enhanced project outcomes.

2. CONTINUOUS IMPROVEMENT

Explain how you implemented continuous improvement throughout the project life cycle and what methods you will use to manage it in future projects.

Continuous Improvement Implementation:

Continuous improvement was embedded through regular project reviews, stakeholder feedback analysis, and systematic monitoring of quality metrics. Lessons learned from each phase were documented, and corrective actions were promptly applied. Future projects will incorporate a formalized process for collecting, analyzing, and implementing lessons learned. Additionally, the Plan-Do-Check-Act (PDCA) cycle will be a cornerstone, ensuring a dynamic approach to project management. Regular team training on quality methodologies will also be scheduled to foster a culture of continuous improvement, emphasizing the importance of learning from experiences to enhance overall project effectiveness.

3. LESSONS LEARNED FROM THIS PROJECT

Use the table below to explain at least 3 lessons learned in managing quality in your project including:

- what would you repeat?
- what would you change?

3.3 Identify and document lessons learned and recommended improvements

EXAMPLE DATA

Category	Issue Name	Problem/Success	Impact	Recommendation
Vendor Management	Quality Assurance Monitoring	Problem: Insufficient real-time monitoring during vendor contracts.	Impact: Quality deviations were identified late, affecting project timelines.	Recommendation: Implement continuous monitoring checkpoints during vendor contracts to ensure ongoing adherence to quality standards.
Stakeholder Engagement	Early Involvement	Success: Regular stakeholder engagement.	Impact: Late-stage adjustments due to unaddressed early-stage preferences.	Recommendation: Increase early-stage engagement to capture initial expectations and preferences, reducing the need for later adjustments.
Post-Implementation Review	Feedback Gathering Process	Success: Conducting comprehensive evaluations post-implementation.	Impact: Limited insights from stakeholders, missing opportunities for improvement.	Recommendation: Implement a more structured post-implementation review process to capture a broader range of stakeholder insights and feedback.

– END –

AUSTRALIAN
PACIFIC COLLEGE