

Quality Management

Level: medium

Length: 21 hours

Course objective: teach the basics of quality management in software development

What you will learn: the participants get a fundamental preparation regarding the quality management topics that could be applied on the organisation level, but also on the project level.

Who can participate: quality managers or team members responsible with project quality, project team members interested in a better understanding of quality planning, quality assurance and quality control activities.


Required facilities: VGA projector, white board, pin-board

Related courses: Project Management, Risks Management

Description: the course presents the main concepts, methods and tools related to quality, quality management systems, quality standards, as well as process continuous improvement models. The theoretical concepts are applied during several group exercises.

Contents

1. The concept of quality and its evolution; Quality Guru's
2. Quality Management System; The definition, implementation, certification, maintenance and continuous improvement of a quality management system within an organization
3. ISO 9000 Quality Standards
4. Internal Audits: techniques, tools, guidelines, competences for the internal auditors
5. Project Quality Management: Quality Planning, Quality Assurance and Quality Control within the projects

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6. Quality Methods and Tools: FMEA, 8D, Ishikawa Diagrams, Reviews
 7. Product and Process Quality Indicators
 8. Process Improvements Models: CMMI, SPICE
 9. Continuous Improvement: Six Sigma Methodology