

# Course : Project quality, best practices

management and quality plan

*Practical course - 2d - 14h00 - Ref. ALI*

**Price : 1370 € E.T.**

★★★★☆ 4,4 / 5

This training course provides you with the keys to structuring your thinking and actions to improve the quality of your projects and customer satisfaction. You'll learn how to better manage risks, draw up a quality assurance plan and implement a continuous improvement process.

## Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Ensuring project quality
- ✓ Ensuring better risk management
- ✓ Draw up a quality plan and have it validated
- ✓ Implement a continuous improvement process

## Intended audience

Project managers, project owners, prime contractors, project managers, anyone with a role in project management.

## Prerequisites

Basic knowledge of project management techniques. Experience in project management desirable.

## Course schedule

### 1 Quality for a project

- Quality and related concepts: customer requirements, quality control, quality assurance, total quality.
- The cost of quality, the consequences of "non-quality".
- Quality metrics.

#### Group discussion

Discuss the reasons for project failure.

#### PARTICIPANTS

Project managers, project owners, prime contractors, project managers, anyone with a role in project management.

#### PREREQUISITES

Basic knowledge of project management techniques. Experience in project management desirable.

#### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

#### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.

Participants also complete a placement test before and after the course to measure the skills they've developed.

## 2 Project quality assurance: best practices

- Redefining the notion of project.
- Project organization: seen as a system.
- Project process mapping.
- Study the different classes of process: engineering and support processes.
- The life cycle.

### Case study

Building a project process map.

## 3 Project risk management

- Murphy's laws.
- Identifying potential risks.
- Identification of causes.
- Risk assessment.

### Case study

Identify and manage project risks.

## 4 Improve the quality of customer requirements management

- Better understanding of project objectives: Business Case.
- Calibrating customer requirements. Added value.
- Requirements representation, performance analysis and quantitative analysis.
- Adapt the development cycle to the life cycle.

## 5 Define a project quality management system

- Definition and concept. The various components.
- Organize and develop your system.
- Relying on standards and benchmarks. Benefits and limitations.

### Case study

Writing a Quality Assurance Plan.

## 6 Continuous quality improvement

- Moth syndrome.
- The Deming wheel or PDCA cycle (Plan, Do, Check and Act).
- Conduct an end-of-project review: causes of discrepancies, system improvements and enhancements.
- The different maturity models, their principles, benefits and limitations.
- Certification of processes and people.

### Case study

Draw up a continuous quality improvement plan.

### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@orsys.fr](mailto:psh-accueil@orsys.fr) to review your request and its feasibility.

## Dates and locations

### REMOTE CLASS

2026 : 22 June, 3 Dec.

### PARIS LA DÉFENSE

2026 : 22 June, 3 Dec.