

Course : Ensuring the quality of IT projects

management and quality plan

Practical course - 2d - 14h00 - Ref. QAL

Price : 1610 CHF E.T.

★★★★☆ 4,4 / 5

The quality of a project depends on the customer's requirements, the definition of quality control and quality assurance. Project managers, prime contractors or project owners, will gain the keys to structuring their thinking and actions to ensure better quality in their IT projects.

Teaching objectives

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

- ✓ Understand the different fields of action involved in quality management
- ✓ Setting up a quality management system
- ✓ Discover the roles of the various stakeholders in implementing a quality approach
- ✓ Implement project quality metrics
- ✓ Draw up a quality plan and have it validated
- ✓ Maintain and continuously improve the project quality plan

Intended audience

Project managers, IT managers, IT project managers, user project managers, methods managers, quality managers...

Prerequisites

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

Practical details

Hands-on work

Case studies

Course schedule

PARTICIPANTS

Project managers, IT managers, IT project managers, user project managers, methods managers, quality managers...

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.

1 Quality for an IT project

- Customer requirements, definition of quality control and quality assurance. Total Quality.
- Who are the project manager's customers and what are their expectations?
- The consequences of "non-quality".
- Quality metrics. Software quality assessment.

Case study

A failed project: what didn't work.

2 Quality assurance: best practices

- Redefining the notion of project.
- Project organization: Best Practices.
- Process mapping.
- Engineering and support processes.
- Study of the different classes of process.

3 Dealing with major non-quality risks

- Locating quality risks in the organization and project processes.
- Murphy's laws.
- Identifying potential risks. Main risks.

Case study

Implement Best Practices.

4 Improve the quality of customer requirements management

- A better understanding of the project's objectives.
- Calibrate customer requirements.
- Improving representations and relationships between users, project managers and project owners: the benefits of UML.
- Lifecycle realism.

5 Defining a quality management system for IT projects

- Definition. Various components.
- Organize and develop your system.
- Rely on standards and benchmarks.

Case study

Writing a Quality Assurance Plan.

6 Continuous quality improvement

- Moth syndrome.
- The IDEAL cycle or the Deming loop.
- Conduct an end-of-project review: determine ACPs and enrich your system.
- The different maturity models: their principles, benefits and limitations.
- Certification of processes and people. Advantages and disadvantages.

Hands-on work

Self-assessment. Outline your 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 to review your request and its feasibility.

Dates and locations

REMOTE CLASS

2026 : 15 June, 5 Oct., 16 Nov.