Ensure the quality of IT projects management and quality plan

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MPGP-49   2 Days (14 Hours)

Description

The objective of this course is to give project managers, project managers or project owners the keys to structuring their thinking and action with a view to ensuring better quality of their IT projects.

Who is this training for ?

For whom

Project director, IT manager, IT project manager, user project manager, methods manager, quality manager, etc.

Prerequisites

Aucune

Training objectives

- Understand the different fields of action on which quality management relates
- Develop a quality management system
- Discover the roles of the different stakeholders in the implementation of a quality approach
- Implement metrics project quality
- Write a quality plan and have it validated
- Continuously improve the project quality plan

Training program

La qualité pour un projet informatique

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We are at your disposal De Lun - Ven 09h00-18h00

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- Customer requirements, definition of quality control and quality assurance.
- Total Quality.
- Who are the project manager's clients and what are their expectations? The consequences of "non-quality".
- Quality metrics.
- Evaluation of software quality.
- Case study A failed project: what went wrong.

Assurance Qualité : les Best Practices

- Redefinition of the notion of project.
- Organizing a project: Best Practices.
- Process mapping.
- Engineering and support processes.
- Study of the different classes of processes.

Faire face aux risques majeurs de non-qualité

- Location of Quality risks in the organization and in the project processes.
- Murphy's laws.
- Determination of potential risks.
- The main risks.
- Case study Implement Best Practices.

Améliorer la qualité de la prise en compte des exigences du client

- Better understand the project's objectives.
- Calibrate the client's requirements.
- Improve user representations and relationships, MOA, MOE: the contributions of UML .
- Life cycle realism.

Définir un système de management de la qualité des projets informatiques

- Definition.
- The various components.
- Organize and develop your system.
- Rely on standards and benchmarks.
- Case study Writing a Quality Assurance Plan.

L'amélioration continue de la qualité

- The moth syndrome.
- The IDEAL cycle or the Deming loop.
- Conduct an end-of-project review: determine ACP and enrich its system.
- The different maturity models: their principles, interests and limits.
- The certification of processes and people.
- Advantages and disadvantages.
- Practical work Self-evaluate.
- Draw the broad outlines of your quality improvement plan.

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