Ensuring the Quality of Project Deliverables & Processes

S1 2015

Goals for Today

- What quality planning, quality control, quality checking and quality improvement is happening in your project?
- Is this adequate? What practices, processes or products could be improved?
- How?

The Big Questions

• Is your team doing the right things?

• Is your team doing things right?

Workshop Preparation

- Identify one process or practice, or one product or output for your team's project that you are concerned about or that you think could be improved. Provide:
 - ✓ Name of process or product and brief description. One sentence is adequate.
 - ✓ State how you currently plan, control and check the quality.
 - ✓ Specify one thing you believe you should start doing.
 - ✓ Specify one thing you believe you should continue doing.
 - ✓ Specify one thing you believe you should stop doing.

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Example 1

Process/Deliverable:

Quality Planning:

Quality Checking:

Quality Improvement:



Example 2

Process/Deliverable:

Quality Planning:

Quality Checking:

Quality Improvement:



Example 3

Process/Deliverable:

Quality Planning:

Quality Checking:

Quality Improvement:



 Plan. Identify required quality, relevant standards activities, timeframes, responsibilities.

 Act. Decide on needed improvements to the process or deliverable.



[www.hse.govt.uk]

Do. Implement the plan and measure its performance.

Check. Compare quality results with what was planned.

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True/False?

It's not common practice, but it is more effective to not put the bugs in in the first place than to rely on some independent process that tries to track down the bugs you've hidden in your code, and report them back to you, so you can fix them.

"Testing and fixing the problems you find" works. But if you really want a quality product, you'll have to build the quality in, not add it as an afterthought. [http://c2.com/cgi/wiki?TestInQuality]

Planning the quality

Using simple template with worked examples – see whiteboard.

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True/False?

A relatively small number of causes (20%) will produce a large number (80%) of the problems/defects. Pareto Principle.

Agile and Lean principles rely on this when they seek to focus on the important 20% of effort that gets the majority of the results.

Pareto Principle Example



[http://www.projectsmart.co.uk/pareto-analysis-step-by-step.php]

Essential aspects.

- Team commitment to the processes and goals specified. No quality is achieved by writing something in your proposal and then ignoring it! People will not do things they do no believe in.
- 2. Clarity of expectations, standards, activities and deliverable. Each should be appropriate and effective.
- 3. Record, measure, review.
- 4. Support processes with a good set of tools that reduce overhead and improve outcomes.