



## Course outline

	<b>Topic</b>	<b>Comments</b>
1	Introduction	<ul style="list-style-type: none"><li>• Outline and format</li><li>• Quality Case story</li><li>• Terminology, Resources</li></ul>
2	Understanding Quality principles	<ul style="list-style-type: none"><li>• Definition of quality, quality principles</li><li>• Cost of quality</li><li>• Responsibilities for quality</li><li>• Early detection of defects</li><li>• Quality attributes</li></ul>
3	Quality Planning	<ul style="list-style-type: none"><li>• Quality Plans</li><li>• Outline of quality controls</li><li>• Cost benefits of quality controls</li></ul>
4	Quality Controls	<ul style="list-style-type: none"><li>• Details and use of various quality control techniques</li><li>• Categories of controls - including staff and project inputs</li></ul>
5	Quality Assurance	<ul style="list-style-type: none"><li>• Role of QA</li><li>• Audits</li><li>• ISO standards</li><li>• Organising for quality</li><li>• IV&amp;V</li></ul>
6	Quality Monitoring	<ul style="list-style-type: none"><li>• Monitoring quality activities</li><li>• Quality metrics</li><li>• Quality gates approach</li></ul>
7	Wrap-up	<ul style="list-style-type: none"><li>• The Role of the Program or Project Office in Quality</li><li>• Deming's principles</li><li>• Course review</li></ul>