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Test ENG384

1. Define quality

Quality is ambiguous, it can mean many things. For example, The Project Management Body of Knowledge (**PMBOK**) defines quality as, "the degree to which a set of inherent characteristics fulfil requirement".

2. Commit to quality

As a project manager or aspiring engineer, commit to quality, share the commitment with your staff and think about how you will handle the any conflict between your stated objective and an attractive cost-saving, short cut that compromises quality.

3. Stick to the project requirements!

Once you've defined the quality criteria and project requirements, stick to them! Balance continual project improvements with gold-plate requirements.

4. Manage quality

Work with your project team to define a practical approach to managing quality, including applicable standards and quality processes. These are driven by your standards and quality processes contained in the project outlook.

5. Perform quality assurance

Perform a quality audit to evaluate how well the team is following the plan and meeting your customer's expectations.

6. Control the quality

Start as early as possible; identifying and correcting defects close to the point of origin saves time and money

7. Focus on requirements

Focus on improving the requirements process—eliciting, analysing, documenting and validating them.

8. Follow the project processes

Follow the processes and tasks contained in your project blueprint. If you identify a more efficient way to do something, add this into the blueprint to continually improve the processes.