

## Project – bathroom renovation

**FOR THIS ASSESSMENT, I USED MY PERSONAL BATHROOM RENOVATION PROJECT THAT IS BEING PLANNED (NOT INITIATED YET)**

### SBBPMG513 – MANAGE PROJECT QUALITY

| <b>1 Determine quality requirements</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>♦ 1.1A. Seek input from stakeholders to determine quality objectives and standards.<br/>The following stakeholders would be consulted when determining the quality objectives and standards:</p> <ul style="list-style-type: none"> <li>• Sponsors (Nigel &amp; Leanne) – with input from secondary stakeholders (co-tenants) initially to get broad quality definitions. These would be written down and taken to the head building contractor for refining.</li> <li>• Project Manager (Leanne)</li> <li>• Head building contractor</li> <li>• Other trades (tiler, painter, plumber, cabinet maker, electrician)</li> </ul>                                                        |
| <p>♦ 1.1B. In a quality management plan, document:</p> <ul style="list-style-type: none"> <li>• Quality metrics for the project and product output</li> <li>• Agreed quality requirements</li> </ul> <p>As contained in the document titled “Quality Management Plan – our bathroom project”</p>                                                                                                                                                                                                                                                                                                                                                                                         |
| <p>♦ 1.1C. Select established quality management methods, techniques and tools to resolve quality issues.<br/>A simple checklist will be the preferred tool for measuring the quality requirements of this project – to identify issues.<br/>When/if an issue is identified, brainstorming session would be held to work out ways to overcome the issues and prevent them from reoccurring.</p>                                                                                                                                                                                                                                                                                          |
| <p>♦ 1.1D. Distribute, discuss and support quality requirements with project team and stakeholders<br/>In the initial stages, the quality requirements would be discussed with the building contractor and then fine-tuned if necessary before being provided to the sub contractors. The quality requirements would be incorporated into the quality plan which would be distributed to all stakeholders – including the project sponsors, head building contractor and sub-contracted trades.</p>                                                                                                                                                                                      |
| <p>♦ 1.1E. Implement agreed quality requirements as the basis for performance measurement.<br/>The quality plans spells out the quality standards/requirements which would be used to measure and assess performance. E.g: if the taps in the basin are crooked and not in line with each other, that would be a performance issue that would need to be addressed.</p>                                                                                                                                                                                                                                                                                                                  |
| <b>2 Implement quality processes</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <p>♦ 1.2A. Undertake a quality assurance audit of project processes for compliance with agreed plans.<br/>See document titled “Quality Assurance Audit”</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <p>♦ 1.2B. Assess quality control of project and product output according to agreed quality specifications.<br/>See report titled “Quality Control Assessment”</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <p>♦ 1.2C. Identify causes of variance to quality metrics and undertake remedial action.<br/>See report titled “Quality Control Assessment”</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <p>♦ 1.2D. Maintain a quality management system to enable accurate and timely recording of quality audit data.<br/>The quality management system would consist of:</p> <ul style="list-style-type: none"> <li>• Quality assurance would be built into each phase of the project to prevent defects. If defects are occurring or the processes aren’t being adhered to, it would need to be determined why. If necessary, the processes may be adjusted to reflect the most appropriate/effective/efficient processes. QA would be mainly auditing the processes</li> <li>• Quality control measures - inspecting the product or phase for compliance to the agreed standards.</li> </ul> |

### 3 Implement project quality improvements

- ◆ 1.3A. Review processes and implement agreed changes continually throughout the project life cycle to ensure continuous quality improvement.

Me, as the project manager would monitor the processes of the project. If it was found that there was a lot of down time, for example, the gantt chart would be reviewed to try and reduce the total completion time for the project. Similarly, if it was found that the plumber was not advising the builder when he had completed a task to allow the next phase to commence, that would be addressed with the building contractor immediately to ensure it doesn't delay the completion of the project and/or make the deadline unachievable.

- ◆ 1.3B. Review project outcomes against performance requirements to determine the effectiveness of quality-management processes and procedures.

See Quality Control Assessment

- ◆ 1.3C. Identify and document lessons learned and recommended improvements.

See Quality Control Assessment