

PMP NOTES

<p>DEMING :</p> <p>Plan-Do-Check-Act 85% of Quality problems caused by Mgmt. 15% of Quality problems controllable by workers</p> <p>COMMON CAUSE OF VARIATIONS: (i.e. beyond control of workers on the floor)</p> <ul style="list-style-type: none"> ✓ Poor Raw Materials ✓ Poor Design ✓ Unsuitable working conditions ✓ Equipment not meeting design tolerances <p>SPECIAL ASSIGNABLE CAUSES: (Workers can control variability)</p> <ul style="list-style-type: none"> ✓ Lack of knowledge ✓ Worker mistakes 	<p>CROSBY:</p> <ul style="list-style-type: none"> ✓ Do Things right the first time ✓ Quality means conformance to requirements ✓ Quality comes from prevention ✓ Quality means that the performance std. Is “0” defects ✓ Quality is measured by the cost of non-conformance
<p>JURAN: (Juran’s Trilogy)</p> <p>Quality Improvement Quality Planning = FITNESS FOR USE Quality Control</p>	<p>TAGUCHI:</p> <ul style="list-style-type: none"> ✓ Quality should be designed into the product, not inspected ✓ Quality is best achieved by minimizing the deviation from the target ✓ The cost of quality should be measured as a function of deviation from the std. And the losses should be measured system-wide ✓ “Prevention” = build quality into product <p>Life Cycle Cost include:</p> <ul style="list-style-type: none"> ✓ Scrap ✓ Rework ✓ Inspection ✓ Returns ✓ Warranty (service calls or product replacement)

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<p>COST OF PREVENTION</p> <ul style="list-style-type: none"> ✓ Design review ✓ Training ✓ Quality planning ✓ Surveys ✓ Process studies ✓ Preventive activities 	<p>COST OF APPRAISAL</p> <ul style="list-style-type: none"> ✓ Inspection ✓ Lab Tests ✓ Vendor control ✓ In-process testing ✓ Internal/external design reviews
<p>COST OF INTERNAL FAILURE (before leaving the control of the organization)</p> <ul style="list-style-type: none"> ✓ Scrap ✓ Rework ✓ Repair ✓ Downtime ✓ Defect evaluation ✓ Evaluation of scrap ✓ Corrective action 	<p>COST OF EXTERNAL FAILURE (Determine by Cst. Perception that product does not meet his requirements)</p> <ul style="list-style-type: none"> ✓ Returns and allowances ✓ Evaluation of customer complaints ✓ Inspection at customer's site ✓ Customer visits to resolve quality complaints ✓ Corrective action

MATERIALS USED

<p>PMBOK</p> <p>Make copies of the following pages and put them in your critical info binder:</p>	<p>PROJECT MANAGEMENT – A systems approach to Planning, Scheduling and Controlling, 7th Edition By Dr. Harold Kerzner, PhD</p> <p>Read the following chapters, which are well represented in the test.</p>
<p>Page 8 – Fig 1-1 Page 19 – Fig 2-6 Page 42 – Fig 4-1 Page 52 – Fig 5-1 Page 66 – Fig 6-1 Page 84 – Fig 7-1 Page 96 – Fig 8-1 Page 108 – Fig 9-1 Page 118 – Fig 10-1 Page 128 – Fig 11-1 Page 148 – Fig 12-1</p>	<p>Chapter 1 – OVERVIEW – particularly sections 1.4, 1.5, 1.6, 1.7 and 1.10.</p> <p>Chapter 3 --- ORGANIZATIONAL STRUCTURES – whole chapter.</p> <p>Chapter 5 – MANAGEMENT FUNCTIONS – whole chapter.</p> <p>Chapter 7 – CONFLICTS – whole chapter.</p> <p>Chapter 23 – QUALITY MANAGEMENT – whole chapter.</p> <p>Chapter 24 – CONTRACTS AND PROCUREMENT – whole chapter.</p>
<p>QUANTITAVE METHODS FOR PROJECT MANAGEMENT By Dr. Frank T. Anbari</p> <p>This book (more like a booklet) contains strictly formulae applicable to Project Management.</p>	<p>PMP EXAM PREP FOURTH EDITION By Rita Mulcahy, PMP</p> <p>Excellent source for preparation, it explains concepts in a simplified manner and it forces you to WORK by doing various exercises and completing the test after each chapter.</p>