ECIPMC6
Establish a quality management system for the project

Overview	This standard is about establishing a quality management system for the project. Quality management covers quality planning, quality control and quality assurance.

You will need to develop a quality plan for the project to underpin the quality management system. You will also need to agree the quality management system with relevant stakeholders.

Project Management National Occupational Standards (PMNOS) are based on the following project management lifecycle:

A   Establish and lead the project team, and work with stakeholders
B   Define and initiate the project
C   Develop the project management plan
D   Deliver the project
E   Close and review the project

This standard is part of area C 'Develop the project management plan'. |

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You must be able to:

P1 discuss and agree quality expectations with relevant **stakeholders**

P2 develop criteria against which deliverables can be measured

P3 develop a quality management plan for the project, taking into consideration relevant quality procedures

P4 develop and agree the **quality management system** with relevant stakeholders

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Knowledge and understanding

You need to know and understand:

K1   the context of the project

K2   relevant legislative, regulatory and organisational requirements

K3   the meaning (and differences) of quality planning, quality assurance, quality control

K4   the principles of continual improvement

K5   the principles and benefits of quality management systems in relation to project management

K6   how to develop quality management plans and criteria to support the quality management system

K7   who to involve in establishing a quality management system for the project

Additional Information

Scope/Range

Stakeholders:

1 Sponsors

2 Clients or customers

3 Relevant groups/individuals interested in the project

4 Relevant groups/individuals affected by the project

5 Relevant groups/individuals who might affect the project

Quality management system to cover:

1 Quality planning

2 Quality control

3 Quality assurance

Glossary

Benefit

The quantifiable and measurable improvement resulting from completion of project deliverables that is perceived as positive by a stakeholder. It will normally have a tangible value, expressed in monetary terms that will justify the investment.

Context of the project

This phrase appears in the knowledge and understanding of the National Occupational Standards (NOS) and relates to the wider context of the project that the individual will need to know about, such as the project environment, the relationship to a wider programme of work and how the project fits with organisational strategies.

The sector in which the project manager works (e.g. software development, construction, manufacturing or process industries) will have its own specific context and this phrase is intended to convey this meaning.

Deliverables

A product or package of work that will be delivered to, and formally accepted by, a stakeholder.

Life cycle

A life cycle defines the inter-related phases of a project and provides a structure for governing the progression of work.

Project

A unique, transient endeavour undertaken to achieve planned objectives.

Quality management

Quality management is a discipline for ensuring that the outputs, benefits and the processes by which they are delivered, meet stakeholder requirements and are fit for purpose.

Stakeholders

Project stakeholders may be internal or external to the organisation and include sponsors, clients, customers and all relevant groups/individuals with a relation to the project.

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