ECIPMD8
Maintain a quality management system for the project

Overview

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

You will need to implement the quality management system according to the quality plan. You will also need to identify and respond to any areas of non-conformance, and produce records suitable for quality audits.

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 D 'Deliver the project'.

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Performance criteria

You must be able to:

P1 implement the **quality management system** in accordance with the quality plan for the project

P2 identify areas of non-conformance promptly and accurately based on the agreed criteria

P3 initiate remedial action to correct the causes of **non-conformance** and limit their effect

P4 report non-conformance and the actions taken to relevant **stakeholders**

P5 make any necessary changes to the quality management system in accordance with organisational requirements

P6 produce accurate and complete records suitable for quality audits

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

K4   the principles of continual improvement

K5   how to implement and maintain quality management systems for the project

K6   the meaning (and differences) of quality planning, quality assurance and quality control

K7   how to use quality plans and criteria to support the quality management system

K8   how to identify and manage non-conformance

K9   sources of information on quality management

K10   the steps you need to take to support quality audit processes

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Additional Information

Scope/Range

Quality management system to cover:

1   Quality planning

2   Quality control

3   Quality assurance

Non-conformance may apply to:

1   Resources

2   Project outcome

3   Project activity or schedule

4   Project information

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

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.

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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