Managing Quality in Projects

A Panel Discussion

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# Meet the Panel

<table>
<thead>
<tr>
<th>Name</th>
<th>Job Title &amp; Organization</th>
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<tr>
<td>Mr. Brian Herod</td>
<td>Associate Director, Children’s Learning Institute, University of Texas Houston Health Science Center (UTHealth)</td>
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<td>Dr. Miguel Lozano</td>
<td>Manager, Healthcare Systems Engineering, Office of Performance Improvement, M.D. Anderson Cancer Center</td>
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<tr>
<td>Dr. Oliver Nwofia</td>
<td>Operational Excellence executive at CEMEX &amp; Owner of Olimond Consulting Group</td>
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<td>Dr. Dennis Sherman</td>
<td>Adjunct faculty, University of Houston – College of Technology &amp; Embry-Riddle Aeronautical University</td>
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The Challenge

Volatile  Uncertain  Complex  Ambiguous
Questions

• How do you define quality within projects?

• How did you manage quality within a project you recently led?
  ◦ What specific tools/methods did you use?
  ◦ When in the project life cycle did you use them?
  ◦ What challenges did you face?
Quality in a Project Context?

- Meeting customer requirements
- Providing value
- A state of mind to be followed by everyone
Approaches & Tools

- Progressive Elaboration
- Proof of Concept
- Lessons Learned
- PDCA
  - Plan, Do, Check, Act
- VOC Data Collection
- Project Charters
- Agile/Scrum
- Lean Six Sigma
  - DMAIC
A Useful Alternative Approach

Plan Quality Mgmt.
- Map process
- Identify KPIs & targets

Manage Quality
- Audit process & measure actual performance

Control Quality
- Identify when actual ≠ planned performance

Improve Quality
- Identify root cause & implement solution
Challenges

- Managing cross-functional teams
- Collecting & analyzing data
- Training, coaching & mentoring
- Obtaining & using feedback
Thank You Panelists!

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Dr. Miguel Lozano
Dr. Oliver Nwofia
Dr. Dennis Sherman

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