



Australian Government

BSBPMG411 Apply project quality management techniques

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to enhance project outcomes by contributing to quality planning, applying quality policies and procedures, and contributing to continuous improvement in projects.

It applies to individuals who are project practitioners working in a project support role.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Unit Sector

Management and Leadership – Project Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Contribute to project quality planning	1.1 Contribute to determining quality requirements of project stakeholders 1.2 Contribute to identifying quantifiable quality criteria for project deliverables 1.3 Source information to locate and interpret quality policy and procedures 1.4 Contribute to developing quality requirements in the project plan and processes
2. Apply quality policies and procedures	2.1 Implement quality assurance in the project according to agreed quality standards and guidelines 2.2 Select and apply quality management tools and methodologies to project processes according to organisational policy 2.3 Maintain quality-control records and audit documentation according to agreed procedures 2.4 Determine and maintain compliance records against agreed quality requirements 2.5 Report shortfalls in quality outcomes to others to enable appropriate action to be initiated
3. Contribute to project continuous improvement process	3.1 Participate in ongoing review of project outcomes to determine effectiveness of quality management activities 3.2 Contribute to stakeholder satisfaction analysis to ensure expectations have been met 3.3 Report quality management issues and responses to others for application to future projects

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.3, 2.2-2.4, 3.2	<ul style="list-style-type: none"> Reviews and evaluates project documentation and stakeholder feedback
Writing	1.4, 2.2-2.4, 3.3	<ul style="list-style-type: none"> Prepares and updates documentation, using appropriate language, and matching style of writing to purpose and audience Creates and updates records according to organisational requirements
Oral Communication	1.1, 1.2, 1.4, 2.5, 3.1, 3.3	<ul style="list-style-type: none"> Uses clear language to share and review information with others
Numeracy	1.2, 3.2	<ul style="list-style-type: none"> Extracts and evaluates mathematical information embedded in a range of tasks and texts
Navigate the world of work	1.3, 2.2-2.4	<ul style="list-style-type: none"> Takes personal responsibility for adherence to policies, procedures and legislative requirements
Interact with others	1.1, 1.2, 1.4, 2.5, 3.1, 3.3	<ul style="list-style-type: none"> Selects appropriate communication practices in a range of work contexts Collaborates and cooperates with others to achieve shared goals
Get the work done	1.1, 1.4, 2.1, 2.2	<ul style="list-style-type: none"> Plans and organises tasks and activities to apply organisational quality compliance requirements Uses formal and informal processes to monitor implementation of plans and reflect on outcomes

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBPMG411 Apply project quality management techniques	BSBPMG411A Apply project quality-management techniques	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion volumes available from the IBSA website:

http://www.ibsa.org.au/companion_volumes - http://www.ibsa.org.au/companion_volumes