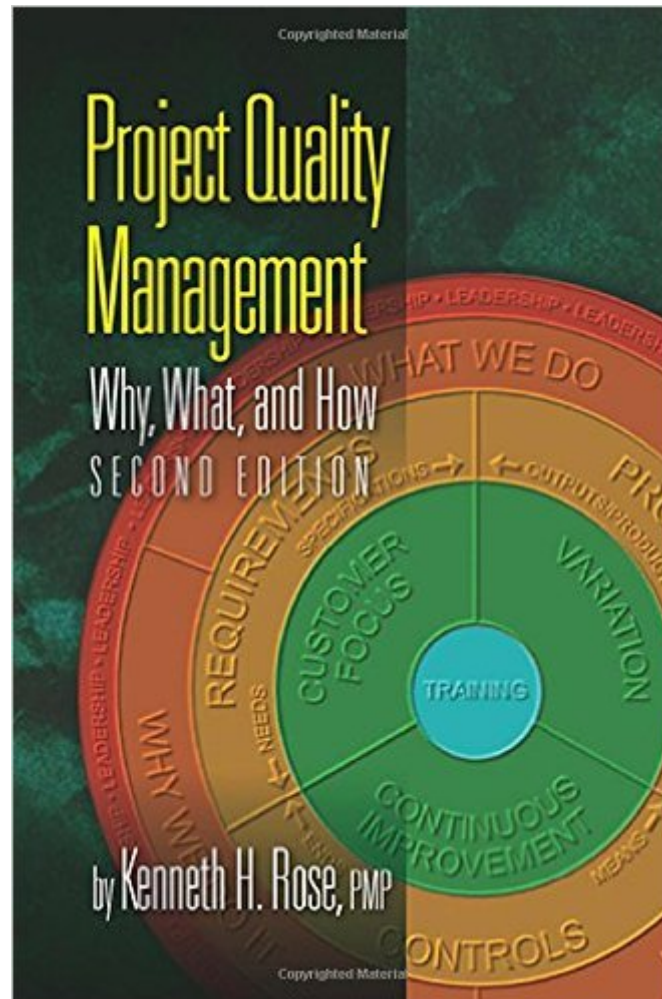


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# Project Quality Management: Why, What And How, Second Edition



## Synopsis

Ken Rose offers project managers a succinct, step-by-step project management process, along with a coherent set of quality tools organized and explained according to their application within this process that can be applied immediately in any project context.

## Book Information

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## Customer Reviews

Like the first edition, this book provides the reader with a historical perspective on quality and an introduction to project quality management; the second edition brings some updates and welcome enhancements. The book is a good match for our introductory treatment of project quality management in a graduate degree program in project management. We require our students to read Chapters 1 - 5 prior to a module on quality foundations & strategy and the rest of the book prior to a module on project quality control. Rather than just completing the reading with the risk of not giving it much thought, the addition of "Points to Ponder" and "Exercises" at the end of each chapter in the second edition will help students reflect on their experiences prior to class and prepare for what should be a much richer classroom discussion. A new Chapter 13, "Why Not Quality?" discusses the reasons quality improvements may not be made (despite it being in the organization's best interest to do so) and introduces the reader to the realities of organization culture and the difficult challenge of changing it. Organization development is addressed by three new appendixes on project training, project leadership and leading change. As others have noted in

their reviews of the first edition, this may be the best book available for framing the generally accepting principles of quality in the project context in a manner that is aligned with the processes described in the Project Management Institute's A Guide to the Project Management Body of Knowledge.

I used the first edition of this book as a project management student and faculty member and always found it to be useful. The second edition extends the material in the first and I'm happy to see a fuller discussion of the barriers to quality that are commonly found in practice (with a discussion of some worthwhile solutions). I'll continue to use the book in my graduate-level Project Quality Management courses.

The first edition of this book has been one of the required texts in the Project Quality Assurance and Risk Management course that I and other instructors teach. The new, second edition builds on the definitive Quality elements, concepts and tools described in the first edition. These include the Wheel of Quality conceptual model, evolution of quality, project quality planning, quality assurance, quality control, process improvement and others. The example cases in chapters 4, 5 and 6 that deal with situations and analyses in Quality Planning, Quality Assurance and Quality Control together with the several exercises that have also been added are useful tools to enhance understanding of Quality concepts in an applied, real world context. The questions listed in the "Points to Ponder" section that now appears at the end of each chapter also stimulate reflection on the material that is covered. Congratulations to Ken Rose for a well-conceived, well-organized, step-by-step reference that can be easily applied to project development and implementations. I look forward to integrating the second edition into the course.

This excellent book which I use for teaching the subject of "Project Quality Management" to my undergraduate students is well-written and organized and suitable for the 12 week subject that is aimed to introduce students to the history and fundamentals of quality management. The new revised edition also contains new appendix on the human elements such as leadership and change management, which very well complements the technical aspects. A great introduction to quality management and to date the most suitable book I found for the course I teach.

Well written, easy to read. Has scenario examples for the quality tools (histogram, Pareto chart, etc.)

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