Prepared: Dr. Aaron Gordon
Approved: Sherri Smith, Chair, Natural Environment, Business, Design and Culinary

Course Code: Title	PMC204: PROJECT SCOPE QUALITY MANAGEMENT
Program Number: Name	2176: PROJECT MANAGEMENT
Department:	BUSINESS/ACCOUNTING PROGRAMS
Semesters/Terms:	21F, 22W, 22S
Course Description:	Understanding project scope and its relationship to managing project requirements and project quality are cornerstone activities for any successful project. Participants study how to identify, write, analyze and manage requirements for projects and how to develop effective scope statements and deploy proven quality management tools and techniques. The course emphasizes the relationship between project success, effective scope, and quality management.
Total Credits:	3
Hours/Week:	3
Total Hours:	45
Prerequisites:	PMC102, PMC103
Corequisites:	There are no co-requisites for this course.
Vocational Learning Outcomes (VLO's) addressed in this course: Please refer to program web page for a complete listing of program outcomes where applicable.	**2176 - PROJECT MANAGEMENT** VLO 1 Manage the scope, cost, timing, and quality of the project at all times focused on project success as defined by project stakeholders. VLO 2 Align the project to the organization`s strategic plan, quality assurance processes and business justification throughout its lifecycle. VLO 6 Interact with team and stakeholders in a professional manner, respecting differences to ensure a collaborative project environment. VLO 10 Adapt project management practices to meet the needs of stakeholders from multiple sectors of the economy (i.e., consulting, government, arts, media).
Essential Employability Skills (EES) addressed in this course:	EES 1 Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience. EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective communication. EES 11 Take responsibility for ones own actions, decisions, and consequences.
Course Evaluation:	Passing Grade: 50%, D A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.
Books and Required	Project quality management: Why, what and how by Rose, K. H.

In response to public health requirements pertaining to the COVID19 pandemic, course delivery and assessment traditionally delivered in-class, may occur remotely either in whole or in part in the 2021-2022 academic year.

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Resources:	Publisher: J. Ross Publishers Edition: 2nd
	A guide to the project management body of knowledge by Project Management Institute Publisher: Newton Square, PA Edition: 6th

Course Outcomes and Learning Objectives:

Course Outcome 1	Learning Objectives for Course Outcome 1
Demonstrate knowledge of quality management concepts used in a project.	1.1 Analyze requirements to better meet customer needs and ensure quality.
	1.2 Contrast the seven basic quality tools a project manager can use in maintaining a higher level of quality in their projects.
	1.3 Compare quality theories used in a project environment.
	1.4 Distinguish the difference between quality assurance tools listed in the PMBOK.

Course Outcome 2	Learning Objectives for Course Outcome 2
Identify requirements to better meet customer needs and ensure quality.	2.1 Discuss the cost of quality and the overall outcome in customer satisfaction.
	2.2 Research the need of a stakeholder matrix and how it fits in the overall project plan.
	2.3 Identify the various ways project managers can communication with project stakeholders.

Course Outcome 3	Learning Objectives for Course Outcome 3
Develop evaluation and reporting quality metrics.	3.1 Develop strategies to mitigate risk in quality management. 3.2 Review the project scope requirements of a quality management system.
	3.3 Articulate the elements and requirements of a quality management system.
	3.4 Conduct a quality audit to determine if project activities comply with organizational rules and policies.

Course Outcome 4	Learning Objectives for Course Outcome 4
Analyze a quality management plan through the use of project case studies.	4.1 Conduct a quality audit to determine if project activities comply with organizational rules and policies.
	4.2 Distinguish the differences between the 3 components of a quality management plan.
	4.3 Research the various quality assurance activities project managers can employ in managing a project.

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	Evaluation Type	Evaluation Weight
Evaluation Process and Grading System:	Case Study	20%
	Final Exam	45%
	Midterm 1	15%
	Midterm 2	20%

Date:	August 16, 2021
Addendum:	Please refer to the course outline addendum on the Learning Management System for further information.

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