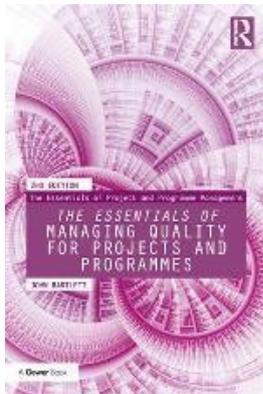


PM WORLD BOOK REVIEW



Book Title: ***The Essentials of Managing Quality for Projects and Programmes***

Author: **John Bartlett**

Publisher: Routledge

List Price: \$40.76 Format: Softcover, 114 Pages

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Introduction

Quality is a perception. However, it can mean one thing to one person and something else to another. Managing Quality requires time, effort and discipline regardless of the project size. This book is enriched with scalable processes and simplified tools for immediate use in managing Quality for Projects. If you are new to managing quality or currently managing small projects and need more structure, ***The Essentials of Managing Quality for Projects and Programmes*** is for you. There are lots of easy-to-follow steps with practical application tips to facilitate learning.

The analysis and recommendations presented in this book reinforces the use of Quality Management on projects in preparation for eventually managing larger Programmes. This book demonstrates few hard and fast rules for managing quality in projects. Quality is not confined to a particular project stage. Like risk management it is all pervasive. It appears in every work package and every action.

Overview of Book's Structure

The overall structure of ***The Essentials of Managing Quality for Projects and Programmes*** is divided into nine chapters.

- Chapter 1 - Introduction
- Chapter 2 – Quality Definition
- Chapter 3 – Setting Expectations
- Chapter 4 – Quality Roles
- Chapter 5 – Planning for Quality
- Chapter 6 – Controlling Quality
- Chapter 7 – Quality Assurance
- Chapter 8 – Testing for Quality
- Chapter 9 – Quality at Implementation

All the above chapters covers majorly the risks of not having quality, justifying quality for projects and how to demonstrate the quality concepts are discussed in details in various chapters. It is important that, everyone associated with a Project or Programme has a clear view of the meaning of quality for a particular undertaking. Opportunities for tackling quality across a generic project lifespan and also provided examples of a Quality definition maps.

There is a detailed discussion on confusion over between success criteria and acceptance criteria. There is certainly a close link, and the two terms are occasionally used interchangeably. Clear examples provided around many companies and organizations have existing commitments to quality process. If quality cannot be sufficiently and clearly defined then it cannot be adequately built into components and deliverables.

Quality assurance is designed to bring confidence to the project manager, the team and stakeholders. Various quality reviews like inspections, walkthroughs and sampling methods are described in detail in the Quality Assurance chapter. Testing for Quality chapter discusses Component Testing, Integration Testing, Stress Testing, Volume Testing, User Testing, Usability Testing and Acceptance Testing topics covered with case studies and elaborated with real time scenarios.

Highlights and What I liked!

All the Chapters give the reader a comprehensive overview of Quality management processes, tools and techniques that are scalable and adaptable in to projects and programmes. I find it useful to employ the Decision Tree technique when needing to make a decision on whether to increase time or cost against quality. Because quality is a perception, its success relies on the human interpretation of the validity and applicability of what will be delivered.

I liked the numerous examples and case studies sprinkled throughout the book with very good graphical content. The real time scenarios also helps reinforce the chapter concepts and targeted areas. It includes some very helpful templates tailored for small projects and the diagrams at the end of each chapter are a great way to summarize the key points of the chapter. It is a fast read but a comprehensive and very useful material.

Who might benefit from the Book and Conclusion

This book is for intermediates who want to learn deep Quality Management principles methodically and practically with ready-to-use templates tailored according to the project needs. The book is compatible with several existing frameworks around Projects quality portfolio. I found this book also covers leadership skills needed. It describes what you have to do step by step so it is not difficult to follow. Really a good read for all the Quality Assurance professionals and project managers.

For more about this book, go to: (<https://www.routledge.com/The-Essentials-of-Managing-Quality-for-Projects-and-Programmes-2nd-Edition/Bartlett/p/book/9781138288270>)

Editor's note: This book review was the result of cooperation between the publisher, PM World and the Dallas Chapter of the Project Management Institute (PMI Dallas Chapter – www.pmidallas.org). Publishers provide the books to PM World; books are delivered to the PMI Dallas Chapter, where they are offered free to PMI members to review; book reviews are published in the PM World Journal and PM World Library. Reviewers can keep the books and claim PDUs for PMP recertification. PMI Dallas Chapter members are generally mid-career professionals, the audience for most project management books. If you are an author or publisher of a project management-related book, and would like the book reviewed through this program, please contact editor@peworldjournal.net.

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Mr. Venkat Edagottu, PMP is a Manager and leads "Testing and Quality Assurance" Communities of Practice sub group in Cloud Services division at Hitachi Consulting Corporation. He has extensive experience in Software Testing and Project Delivery and played various roles at Client engagements. He holds several professional certifications including Scrum Master Accredited Certification (SMAC), Certified Software Tester (CSTE), IT Infrastructure Library V3 (ITIL), Six Sigma Yellow Belt (SSYB), Perfecto Mobile Automation Specialist and Project Management Professional (PMP). Venkat is an avid blogger, passionate learner and active Toastmaster Officer. He is also member of several professional organizations including the American Society for Quality (ASQ), Project Management Institute (PMI), Association for Software Testing (AST) and Quality Assurance International (QAI). Venkat can be contacted at edagottu@gmail.com