Project Quality Management and Operational Excellence Training Course



26 - 30 Oct 2026

Cape town

4600 € (Per Person)

Ref: #PMP3439_280186

Course Introduction / Overview:

This comprehensive training course is designed to bridge the critical gap between project management and operational excellence, establishing a robust framework for delivering high-quality outcomes consistently. In today's competitive landscape, simply completing projects on time and within budget is no longer sufficient. True success is measured by the value, reliability, and quality embedded in the final deliverable. This program delves into the core principles of quality management standards and integrates them seamlessly with proven operational excellence methodologies. Participants will explore the profound philosophies of quality pioneers like W. Edwards Deming, whose principles outlined in his seminal work, "Out of the Crisis," revolutionized modern management. At BIG BEN Training Center, we guide you through implementing internationally recognized standards like ISO 9001 within the project lifecycle, while simultaneously equipping you with powerful tools from Lean and Six Sigma to eliminate waste, reduce variation, and foster a culture of continuous improvement. This course moves beyond theory, focusing on the practical application of quality assurance, quality control, and performance metrics to ensure every project not only meets but exceeds stakeholder expectations, driving sustainable organizational growth and a competitive edge.

Target Audience / This training course is suitable for:

- Project Managers and Project Leaders.
- Quality Assurance and Quality Control Managers.
- Operations Managers and Supervisors.
- Program Managers and Portfolio Managers.
- Process Improvement Specialists.
- Team Leaders and Department Heads.
- Engineers and Technical Leads.
- Business Analysts involved in project execution.
- Consultants specializing in quality and process improvement.
- Anyone aspiring to a role in project or quality management.

Target Sectors and Industries:

- Manufacturing and Industrial Production.
- Construction and Engineering.
- Information Technology and Software Development.
- Healthcare and Pharmaceutical.
- Banking, Finance, and Insurance Services.
- Telecommunications.
- Oil and Gas.
- Logistics and Supply Chain Management.
- Governmental agencies and public sector organizations.
- Consulting and Professional Services.

Target Organizations Departments:

- Project Management Office (PMO).
- Quality Assurance (QA) and Quality Control (QC) Departments.
- Operations Management.
- Engineering and Product Development.
- Research and Development (R&D).
- Procurement and Supply Chain.
- Strategic Planning and Business Improvement.
- Customer Service and Support.
- Information Technology (IT).
- Compliance and Regulatory Affairs.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop and implement a comprehensive Project Quality Management Plan.
- Integrate ISO 9001 principles into the project management lifecycle.
- Apply Lean methodologies to identify and eliminate waste in project processes.

- Utilize Six Sigma tools (DMAIC) to solve complex quality problems.
- Master key quality control tools for monitoring and measuring project performance.
- Conduct effective quality audits and process reviews within a project context.
- Establish meaningful Key Performance Indicators (KPIs) for quality and operational excellence.
- Lead initiatives for continuous improvement (Kaizen) in project teams.
- Manage the Cost of Quality (CoQ) to optimize project profitability.
- Foster a proactive quality culture within the project environment.
- Implement robust risk management strategies related to project quality.
- Enhance stakeholder satisfaction through consistent and predictable project outcomes.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and practical, ensuring that participants can immediately apply their learning in a real-world context. We believe that adult learning is most effective when it is experiential and collaborative. Therefore, this course moves beyond traditional lectures and incorporates a dynamic blend of training techniques. Sessions will feature in-depth presentations, real-world case studies from various industries, and facilitated group discussions that encourage the sharing of experiences and perspectives. A significant portion of the course is dedicated to hands-on workshops and team-based exercises where participants will work together to apply tools like Root Cause Analysis, Value Stream Mapping, and Statistical Process Control to simulated project scenarios. This active learning approach is reinforced by continuous feedback from the instructor and peers, creating a supportive environment for skill development. Our goal is to empower participants not just with knowledge, but with the confidence and competence to drive quality and operational excellence within their own organizations.

Course Agenda (Course Units):

Unit One Foundations of Project Quality and Operational Excellence

- Introduction to Total Quality Management (TQM).
- The intersection of project management and quality principles.
- Understanding the Cost of Quality (CoQ).
- Key concepts of Operational Excellence.
- The role of leadership in fostering a quality culture.
- Exploring the philosophies of Deming, Juran, and Crosby.
- Aligning project goals with strategic quality objectives.

Unit Two Implementing Quality Management Systems (QMS) in Projects

- Overview of the ISO 9000 family of standards.
- Detailed breakdown of ISO 9001 requirements for projects.
- Steps to developing a Project Quality Management Plan.
- Documentation and record-keeping for project quality.
- The process approach in project management.
- Integrating QMS with existing project management frameworks (e.g., PMBOK).
- Conducting internal quality audits for project compliance.

Unit Three Lean Principles for Project Efficiency

- Core principles of Lean thinking and waste elimination.
- Identifying the eight wastes (Muda) in project environments.
- Value Stream Mapping (VSM) for project processes.
- Implementing 5S for an organized project workspace.
- Introduction to Kaizen and continuous improvement events.
- Just-In-Time (JIT) concepts in project resource management.
- Applying Lean principles to project planning and execution.

Unit Four Six Sigma for Project Quality Improvement

- Introduction to the Six Sigma methodology and its metrics.
- The DMAIC (Define, Measure, Analyze, Improve, Control) framework.
- Define Phase: Project charters and Voice of the Customer (VOC).
- Measure Phase: Data collection planning and process capability analysis.
- Analyze Phase: Root Cause Analysis tools (Fishbone, 5 Whys).
- Improve Phase: Brainstorming and implementing solutions.
- Control Phase: Control charts and standardizing new processes.

Unit Five Sustaining Excellence and Advanced Quality Tools

- Developing and monitoring Key Performance Indicators (KPIs).
- Statistical Process Control (SPC) for project monitoring.
- Failure Mode and Effects Analysis (FMEA) for proactive risk management.
- Benchmarking for project performance improvement.
- Change management for quality and operational excellence initiatives.
- The role of technology in modern quality management.
- Creating a roadmap for a sustainable continuous improvement culture.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can an organization balance the rigorous demands of quality standards with the need for agile and rapid project delivery in a volatile market?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by offering a uniquely integrated and holistic perspective that directly links formal quality management standards with the dynamic principles of operational excellence, all within the specific context of project management. While many courses focus on either quality systems or process improvement methodologies in isolation, our curriculum is meticulously designed to show how these domains are interdependent for achieving superior project outcomes. We move beyond a purely theoretical examination of standards like ISO 9001, emphasizing how to embed these frameworks into the project lifecycle in a practical, value-added way. The program's strength lies in its application-focused approach, using case studies and hands-on workshops to demonstrate how Lean and Six Sigma tools can be used not just to fix problems, but to proactively design and execute flawless projects. Furthermore, we place a significant emphasis on the cultural and leadership aspects of quality, equipping participants with the change management skills needed to foster a sustainable environment of continuous improvement long after the project is completed, ensuring a lasting impact on organizational capability.