



Australian Government

BSBPMG422 Apply project quality management techniques

Release: 2

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.
Release 2	This version first released with BSB Business Services Training Package Version 7.1. Release created to amend typographical error in the performance criteria.

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.

The unit 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

Business Competence – 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 Locate and interpret policy and procedures for project quality 1.4 Contribute to developing quality requirements in the project plan and processes
2. Apply quality policies	2.1 Implement quality assurance in the project according to agreed

ELEMENT	PERFORMANCE CRITERIA
and procedures	<p>quality standards and guidelines</p> <p>2.2 Select and apply quality management tools and techniques to project processes according to organisational policy</p> <p>2.3 Maintain quality-control records and audit documentation according to agreed procedures</p> <p>2.4 Identify and maintain records against agreed quality requirements</p> <p>2.5 Communicate shortfalls in quality outcomes to others to enable appropriate action to be initiated</p>
3. Contribute to project continuous improvement process	<p>3.1 Participate in a continuous improvement processes and review project outcomes</p> <p>3.2 Report quality management issues and responses to others for application to future projects</p>

Foundation Skills

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

SKILL	DESCRIPTION
Reading	<ul style="list-style-type: none"> Reviews and evaluates project documentation and stakeholder feedback
Writing	<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	<ul style="list-style-type: none"> Uses clear language to share and review information with others
Numeracy	<ul style="list-style-type: none"> Extracts and evaluates mathematical information embedded in a range of tasks and texts
Self-management	<ul style="list-style-type: none"> Adheres to policies, procedures and legislative requirements
Teamwork	<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
Planning and organising	<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

Supersedes and is equivalent to BSBPMG411 Apply project quality management techniques.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>