Australian Government

BSBPMG605 Direct quality management of a project program

Release: 1

BSBPMG605 Direct quality management of a project program

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to direct quality management across multiple projects and within an overall program. It covers directing development of quality requirements, directing quality assurance management, and reviewing and improving quality of projects and the program.

It applies to individuals who are program managers, managing a suite of projects (a program).

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Project Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Direct quality requirements development	1.1 Direct reviews and consultation to ensure the organisation's quality objectives, standards, levels and criteria are applied at project level, in consultation with stakeholders 1.2 Modify quality management methods, techniques and tools to program requirements, as necessary 1.3 Identify and communicate program quality criteria to project managers for implementation 1.4 Direct project managers to develop and implement quality plans to use as basis for performance measurement
2. Direct project quality	2.1 Analyse results of project activities and product performance to determine compliance with agreed quality standards throughout

ELEMENT	PERFORMANCE CRITERIA
assurance management	project life cycles within the program
	2.2 Identify causes of unsatisfactory results in consultation with project managers, clients and stakeholders, and initiate appropriate actions to enable continuous improvement in quality outcomes
	2.3 Direct inspections of quality processes and analyse results to determine compliance with quality standards set for the overall program and organisation
	2.4 Develop and maintain a quality management system to enable effective management and communication of quality issues and outcomes
3. Improve program and project quality	3.1 Continually review and modify the quality management system throughout project activities to ensure project team commitment to continuous improvement of quality processes and outcomes
	3.2 Direct project outcomes review and analysis against performance criteria to determine effectiveness of the quality management system
	3.3 Aggregate and use quality improvements and lessons learnt to benefit the business and, where appropriate, pass on program initiatives/projects to organisational management for consideration in support of strategic planning and (re)direction

Foundation Skills

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

Skill	Performance Criteria	Description
Reading	1.1, 1.3, 2.1, 3.2	• Organises, evaluates and critiques ideas and information from complex texts • Draws on a broad range of strategies to build and maintain understanding throughout complex texts
Writing	1.3, 2.4, 3.2, 3.3	• Develops a range of project related documents using appropriate format, vocabulary and structure
Oral Communication	1.1, 1.3, 1.4, 2.2, 2.3, 3.2	• Participates in discussions, and presents information, using language and features appropriate to audience
Numeracy	1.2, 2.3, 3.2	• Extracts, interprets and evaluates mathematical information embedded in quality management

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		documentation • Performs calculations needed to analyse results of quality inspections
Interact with others	1.1, 1.3, 1.4, 2.2, 2.3, 3.2	• Collaborates with others to achieve joint outcomes, leading and facilitating direction
Navigate the world of work	1.1, 2.3, 3.3	• Understands how own role relates and contributes to the goals and objectives of the organisation
Get the work done	1.1-1.4, 2.1-2.4, 3.1-3.3	• Develops plans for complex activities that contribute to overall project goals and involve multiple stakeholders • Monitors actions against goals, adjusting plans and resources to cope with contingencies • Identifies issues and uses analytical techniques to generate and evaluate possible solutions

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBPMG605 Direct quality management of a project program	BSBPMG605A Direct quality management of a project program	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -
https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10