



Australian Government

BSBPMG532 Manage project quality

Release: 1

BSBPMG532 Manage project quality

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to manage quality within projects. It involves determining quality requirements, implementing quality control and assurance processes, and using review and evaluation to make quality improvements in current and future projects.

The unit applies to individuals responsible for managing and leading a project in an organisation, business, or as a consultant.

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

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. Determine quality requirements	1.1 Identify quality objectives and standards with input from relevant stakeholders 1.2 Develop quality metrics for the project and any product output in a quality management plan 1.3 Select quality management methods and tools for resolving quality issues 1.4 Consult with project team and stakeholders on quality requirements
2. Implement quality processes	2.1 Perform quality assurance audit of project processes for compliance with agreed plans 2.2 Assess quality control of project and product output according

ELEMENT	PERFORMANCE CRITERIA
	to agreed quality specifications 2.3 Identify causes of variance to quality metrics and undertake remedial action 2.4 Maintain a quality management system for timely recording of quality audit data
3. Implement project quality improvements	3.1 Review processes and implement agreed changes continually throughout the project life cycle 3.2 Review project outcomes against performance requirements 3.3 Identify and document lessons learned and recommended improvements

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	Identifies, analyses and assesses textual information obtained from a range of sources and determines how content may be applied to requirements
Writing	- Develops and documents quality requirements for project plan - Records results of quality audits according to organisational requirements
Oral Communication	- Participates in verbal exchanges using clear language and appropriate non-verbal features to provide and seek relevant information - Uses active listening and questioning techniques to elicit views and opinions of others
Numeracy	- Interprets information to determine measurable objectives - Interprets numerical information to measure outcomes against objectives - Uses analytical skills to review and evaluate process and decide on future improvements
Self-management	Takes responsibility for identifying and following policies, procedures and standards
Teamwork	- Selects and uses appropriate communication practices in a range of work contexts - Collaborates with others to foster shared understanding of quality requirements
Planning and	Sequences and schedules complex activities, monitors actions against goals, adjusting plans and resources where necessary

SKILL	DESCRIPTION
organising	
Technology	• Uses digital applications to access, organise, integrate and share relevant information in effective ways

Unit Mapping Information

Supersedes and is equivalent to BSBPMG513 Manage project quality.

Supersedes but is not equivalent to BSBPMG605 Direct quality management of a project program.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for BSBPMG532 Manage project quality

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- manage project quality on at least two occasions.

In the course of the above, the candidate must:

- document a quality-management plan
- implement quality control and assurance processes for a defined project using a range of tools and methodologies.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- quality management theory
- relevant project quality standards that apply in the organisation
- quality assurance and control techniques, key tools and methodologies
- roles and responsibilities of quality management personnel
- methods for managing continuous improvement.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- project documentation including quality criteria, evidence of quality monitoring and improvement practices.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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