UNIVERSITY OF BOLTON

OFF CAMPUS DIVISION

IDM BOTSWANA

MSC PROJECT MANAGEMENT

SEMESTER 1 EXAMINATION 2019/20

STRATEGIES FOR QUALITY MANAGEMENT PROJECTS

PMR7003

Date: 25th January 2020   **Time: 3 hours**

INSTRUCTIONS TO CANDIDATES: **There are 6 questions on this paper.**

Answer 4 questions.

All questions carry equal marks.

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Question1
The success of project depends on the utilisation of appropriate project control systems. Critically appraise project controls which could be applied in a PPP project which would enhance possibility of customer acceptance at the end of a project.

Question 2
Compare and contrast the PMI and APM approaches to managing quality in projects, and justify the most appropriate approach for any project of your choice

Question 3
You are required to compile a project quality plan for the upcoming Phillip Matante Referral Hospital in Francistown. With consideration of the pillars of quality, develop the project quality plan, including the relevant quality tools necessary at this stage.

Question 4
Any method that purports to measure project quality must consider both Technical Quality and Perception of Quality. Critically appraise how monitoring of both technical quality and perception of quality could be monitored in the IDM construction project at Block3 Gaborone.

Question 5
David Garvin lists 8 dimensions of quality. Critically evaluate how the dimensions of quality can be applied to any project of your choice.

Question 6
Unlike cost and time, project quality can be difficult to measure or even define in the first place. With examples from a familiar project, elucidate this statement, and demonstrate how the "Collect Requirements Process" would enable the project manager to define and manage quality.

END OF QUESTIONS