

UNDERSTANDING OF QUALITY IN THE PROJECTS

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ABSTRACT

In many books, from various aspects, defines the concept of quality, which has an interesting history. Under certain conditions established quality control and quality assurance system. Only quality management include: the philosophy of quality, his assurance and control and final reporting and acceptance.

Its objectives within the overall program of the company reaches through the implementation of individual projects. As well as scope, time and cost, quality is one of the goals of projects. The project management manage project goals, including quality.

Keywords: quality, projects and their objectives, project quality management

1 INTRODUCTION

The quality is not a long technical question, but a business issue, which has an interesting history, so that in the time trial earlier in the development of pride, "while in the performance of the industrial revolution in the 19 th century, and shared the production line is reflected in the efficiency and output, where is any leakage of concern. More than 2500 years are known specific methodology, specifications and controls. After World War II we have the philosophy and concept of marketing, marketing strategy, and in the seventies of last century, Japan is becoming almost legendary success. More and more we emphasize the quality of public opinion. Project Quality Management includes: quality philosophy, quality assurance (planning and organizations), quality control (of the project management and administration), the final review and acceptance. Many organizations use a management discipline in the management of numerous projects, and project management can be viewed as a bridge that connects the organization's strategy and projects. Project management is the management of change, a powerful, pragmatic approach to management that enables organizations to achieve, realize the required benefits, innovation, new ways of working, so it actually ensures success with major projects and programs of business change. Connectivity strategies, programs and projects, and stipulates connectivity goals in their hierarchy, but the specifics of the same dependent of the specific project and task levels. Business strategy runs a program that runs projects and tasks on the road to results and benefits. There is a need of knowledge about the quality of the projects in which quality is an important aspect.

2 UNDERSTANDING OF QUALITY IN THE PROJECTS

2.1. Defining quality

There are several definitions of quality, which are derived from aspects of the discussion quality. Thus, we have the following definition of quality with aspects: customer, manufacturing, products,

values, above experience, transcendental standard. We point out two fundamental aspects of defining quality, namely: the internal aspect, and the attitude of customers about the quality. The results of such research should be the basis for the quality improvement program. How to build approaches to quality improvement?. They are tied to our understanding of approaches to quality. Because it seems advisable to the concept of quality as certain properties of the products, projects, and beyond, as well as properties of the enterprise as a whole. In a broader sense, the concept of quality includes four aspects of validity of the company: marketing, which tie to achieve customer satisfaction, fitness for purpose, current competitive advantages, business, which tie for raising efficiency, reduce costs, increase productivity, increase profits, quality as a long term aspect of the company, technically, tie you to a better organizational structure, better quality processes, quality of materials, resources and personnel work, social life, which associate with health, environment and natural resources, and consumer protection. Quality is, in fact, choosing the right business and do it at best, an efficient way, which means that a company should be effectively and efficiently. Quality is: do the right thing to do this thing the right way, everything is done correctly the first time and do it all the time, on time. Quality, along with a market share of interactive online, directly contributes to the profitability of the company.

2.2. The quality in the projects

Every field of knowledge is presented as a process described by a number of subjects, and its content is limited to knowledge and practices that are generally accepted, and unique or nearly unique in the field of project management. Knowledge areas are focused on maintaining a single project. (**figure 1**)

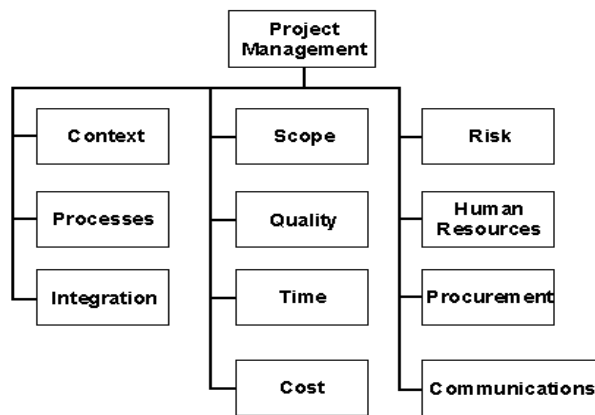


Figure 1. Areas of project management

The quality of the projects can be viewed as one of the goals project,s, and as such the quality is considered as a separate variable, also the longest lasting in terms of project success. A special emphasis on program objectives and projects: the satisfaction of stakeholders and success. Several iterations resulted in the "Arrow" diagram as shown in **figure 2** where they identify and separate the essential functions, and emphasizes the cyclical nature of management during the life span of the project. In project work, quality two dimensions: a) quality grade, category or ranking project,s deliverables, and b) quality conformance, ability of the deliverables to meet the standards set by the quality grade, which can be regarded as a process quality and product quality. Quality management in the project as may be defined as management: the philosophy of the quality of projects and conformance of the deliverables to those requirements (may be achieved through : assurance and control. Quality assurance in the project can be defined as the design and implementation procedures. These procedures to ensure the criteria of presentation quality level of what the project delivers its own identity as project beneficiaries. The level of quality in the project is defined as a special attribute of products, services, ranging from the purely functional benefits to such world class: the best of the best.

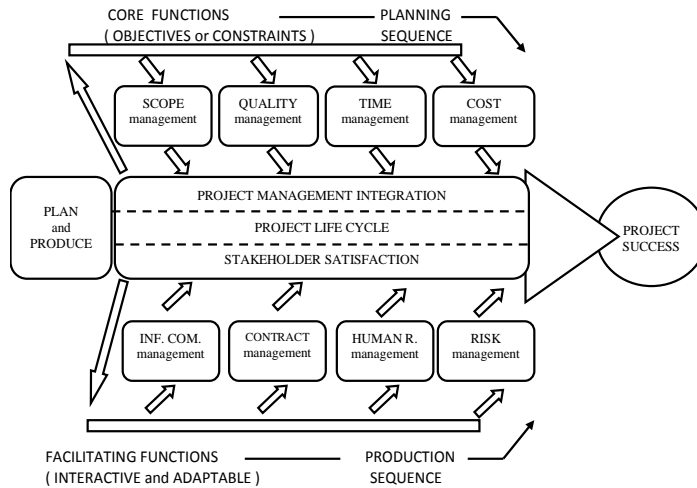


Figure 2. Arrow's diagram

2.3. Quality in the life span of the project

Focusing on quality must be consistent throughout the lifetime of the project, although the nature of the focus varies. Like the other functions of project management quality management project has its lifetime. Four steps are constantly repeated in the process of quality management, thus improving quality control, according to the basic principles of Deming, PDCA for action (planning, doing, control, action) in a concrete example of the quality assurance leading continuous improvement. The implementation of TQM - Total Quality Management, includes prominent association principles, and close cooperation between all the functions of the company to improve quality. Building organizational commitment to the quality of the salient principles of total quality management and the practices of multinational companies, involves focusing on the customer, finding ways to measure quality, identify defects and returning to their cause, build relationships with vendors, designing products for ease of production, reducing barriers between functions.

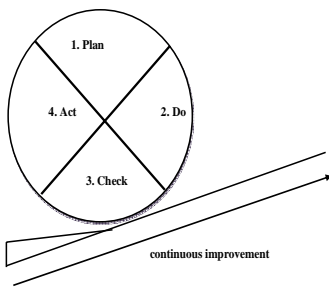


Figure 3 Deming cycle Figure

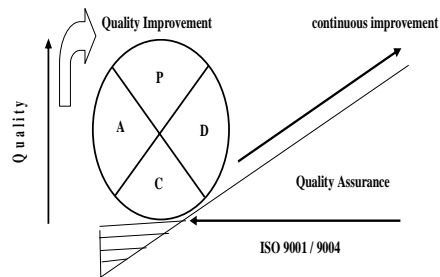


Figure 4 Deming cycle - an example

Management in the implementation process of TQM uses many methods, carried out statistical process control SPC - Statistical Process Control to prepare reports and visualizations (histograms, charts, circle ...). quality life span of the project is a good concept and could be applied to the paper project to the macro, and at the micro level. The first phase of the life span of the project is to establish the concept of the project, establishing the principle of the philosophy of quality, and the second phase is to establish the project requirements, the level of quality. The third phase is to

conduct detailed planning and execution, and the fourth phase is the final check before the transfer of project results. Philosophy of total quality is the belief that the requirements of the program or projects be fully completed, based on established quality policies and procedures. Quality assurance requires that the procedures designed and implemented to ensure the satisfaction of customer requirements and project clients involved in establishing criteria. Establishing quality management program of the project is no alternative. There are six basic factors evolutionary quality program, such as: design a complex process, design maturity, production complexity, product,s complexity, economi, security products. Quality Control involves: planning for quality control, identification of relevant standards, influencing the performance by collecting specific information , analyze and compare the performance and standards, reporting of all concerned.

2.4. Quality management in large projects

For large programs will be set up: training program management for project leaders, determines the quality strategy, the standard error in the philosophy of prevention, methods for ensuring quality standards and seeking improvements. As part of his circle to improve the Quality Management Deming did your map and spelled out fourteen leadership and commitment to: create constancy of purpose, adopt the new philosophy, cease dependency on inspection to achieve quality, end the practice of awarding business on the basis of price tag alone, improve constantly and forever, institute training on the job, adopt and institute leadership, dispel fear, drive out fear, break down areas between staf areas, eliminate slogans, exhortations, and targets for the work force, eliminate numerical quotas for the work force, remove barriers that rob people of pride of workmanship, institute a vigorous program of education and self-improvement for every one, put everybody in the company to work to accomplish the transformation.

3. CONCLUDING REMARKS

The considerations of quality, especially quality of the projects might emphasize the following conclusions:

- 1) Quality has an interesting history and has long been a business issue.
- 2) In the management of numerous projects organizations use management discipline. Strategies and projects connecting the project management.
- 3) The quality of the project has its two dimensions: the quality grade, quality conformance.
- 4) project quality management may thusbe defined as the management of: project,s quality philosophy, and the conformance of the deliverables to these requirements.
- 5) The focus on quality should be consistent throughout the life span.
- 6) There are a special approach to quality management in large projects.

4. REFERENCES

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