



Quality Management for Projects and Programs

Lewis R. Ireland

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With a focus on doing the right thing right the first time, Ireland has constructed a solid presentation on how to invest in quality throughout all the project management processes. Understanding customers' requirements and the essential nature of planning to meet quality expectations is explored thoroughly, along with a solid discussion of the choices of resources. Other topics include human factors and the effects of internal and external demands, as well as the tools, management techniques, methodologies, and costs associated with infusing quality into project management.

The book is essential reading to learn more about one of the knowledge areas of the Project Management Body of Knowledge (PMBOK®).

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