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Welcome to our October Newsletter!



The Project Solvers' office is located at The Old Pickle Factory, Suite 216A, in Pittsford.

Welcome to our October newsletter! September was a busy month for us and October promises to be even moreso. Being busy might be a condition that can cause defects so we need to proceed quickly, but with caution. Which brings us to this month's topic. We are continuing our Quality theme with a topic that dovetails very nicely with last month's quality theme on six sigma: Cost of Quality. COQ is in fact a six sigma tool and you'll also see it in the PMBOK (page 195 to be exact).

When I think about Cost of Quality I can't help but think of a couple recent cases in the news where two companies elected for the cost of non-

conformance, believing it would be cheaper than the Cost of Conformance. Know which two companies I'm speaking of? Hint, one is an auto dealer from Japan and the other is an oil company from England. Perhaps they should be on our newsletter distribution!

Want to also point out that our AM on PM Breakfast Forum this month is on **October 15th** (Al and I are both out of town on the 8th). We have a very good podcast on our topic (only 11 minutes long!) and Al found an interesting C of Q template. Also our upcoming seminar dates are inside as well.

Have a great month!

-Enjoy Joanne



Al's Angle — Are you budgeting the Cost of Quality?

Many of you know that I teach a basic accounting course for Project Managers. The PM's who take this course are interested in the accounting aspects of project management and the company. We as project managers are always concerned with the project schedule and the budget. This is what keeps us "on point" with the project. But what about the costs of assuring that the project delivers a product that meets and exceeds the expectations of the stakeholders? In other words the cost of quality.

Last month in my article I said that at Ford Motors "Quality is Job One". This statement has been around Ford for a long time, but, it wasn't until sales started falling and recalls got out of hand that the new and current president of Ford put in place quality standards for Fords projects and products. He came from the air plane manufacturing business and he knew

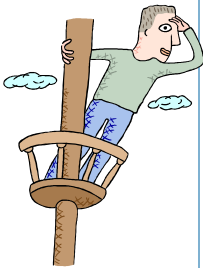
that you must have a quality product or planes will fall out of the air. The cost of quality was put into place at Ford in order to save the business. Without a quality product Ford would continue its slide. It took GM longer to embrace this concept and we all saw the effects it had on GM vs Ford.

Your projects – what is the cost of not doing it right? Did you identify the risks of not doing it correctly or compromising on the project to meet the schedule? Last month I gave you seven quality management concepts (go to [www.theprojectsolvers.com](http://www.theprojectsolvers.com) under Resources to see the Sept. 2010 newsletter). If you look at them it is fairly easy to determine the costs associated with each of them. It is these costs that must become a part of your budget. Only then will your budget be complete. After all, the budget for the project has to include all revenue, expenses, cost savings and now the cost

[continued from AI's Angle] of quality.

I've also included a template on page 4 that I found on Ask Process for calculating the cost of quality in software. Email me if you'd like it (it's in excel) and I'll send it to you.

**Note Date Change!!!!**



AI  
Please send comments to

agubiotti@theprojectsolvers.com

**AM on PM Forum on Quality Management Oct 15th— The Cost of Quality**

This month we are meeting on the 3rd Friday of the month as both AI and I will be out of town on the 2nd Friday.

This month we will be talking about the Cost of Quality and we will be using the reverse Q&A format. That means I ask YOU some questions and you answer! So give some thought to the cost of not doing quality

compared to the cost of doing quality work.

Date: Friday, **October 15th**

Time: 7:30am-9:00am

Location: Medaille College, 1880 Winton Rd, Rochester, NY

Cost: \$10

Pre-registration is appreciated for accurate headcount.

Bagels and Coffee Provided.

[Click here to register.](#)



**So What's New?**

Are you a PMP boot camp alumni and passed your PMP exam recently? Let us know!

This month AI is leaving for a 2-week vacation in Turkey (someone has to do it I guess!). Hopefully things will go well for him (just don't watch Midnight Express before you go :-)). In the meanwhile I will be heading off to Washington DC with Andrew Battisti to attend the PMI Leadership Conference. I wish I had the time

to stay for the Global Congress but it will be four nights as it is. I'll miss Bill Clinton too; he's speaking just after I leave. On the other hand PMI wanted another \$200 to hear Bill. Maybe another time... I will tweet from the conference though. Hey, maybe I'll run into Bill in the lobby. I doubt he'll be talking about projects; probably leadership. Guess he knows a little about being a leader. ;-)

I do plan to stop by Boston U's booth there. They are holding a reception for

we PM students on Monday, and yes, I'll miss that too; leaving on Sunday.

Hope to have lots of exciting stuff to share in the November newsletter!

**The Project Solver's Services**

At The Project Solver's we offer a number of services above and beyond public seminars. Here's a list of what else we do:

- Project/Program Manager Placement
- Project/Program Manager coaching
- Project issues consulting
- MS Project consulting
- PMO set-up
- Custom training at your site
- Re-sale of project management software tools and books such as:
  - MS Project
  - WBS Chart Pro (we provide a discount off retail)
  - MindMapper (with a discount off retail)
  - Steve Tylock's LinkedIn Personal Trainer book
- Extra class workbooks

Don't forget also that we are a NYS certified Woman-owned Business Enterprise and a registered government supplier!

Not located in Rochester, NY? We also travel. We can arrange for any of our workshops and seminars at your location or at a venue nearby.

## Upcoming Public Seminars



### INTRODUCTION TO AGILE PROJECT MANAGEMENT— Earn 8 PDUs!

**Friday, Dec 17th, 2010**

You are familiar with the concepts of traditional project management and may have used the concepts to manage multiple projects. For projects in which the requirements are continuously changing, you may need a more proactive project management approach; Agile!

This course is intended for anyone who wants to efficiently manage projects that experience frequent changes in user requirements or desires to learn about Agile.

[<<Click here for info or to enroll>>](#)

### 'PMP IN FOUR' EXAM PREP BOOTCAMP— Earns 35 Contact Hours/PDUs!

Take the accelerated path to your PMP by way of our bootcamp in four consecutive weekdays OR four consecutive Saturdays. It's part of our 'PMP in Four' initiative which brings you alternate scheduling options that will fit your schedule. Note: we offer a special rate if you are unemployed. Contact us directly.

Watch the schedule for our next weekday boot-camp!

**Do the bootcamp in 4 consecutive weeks:**

[Click here ==>Four Consecutive Satur-](#)

[days, October 30th, Nov 6th, 13th, 20th](#)

**Or do in four weekdays (Thurs, Fri, Mon, and Tuesday):**

[Click here for more on the Dec 2nd, 3rd, 6th, 7th offering.](#)

We are also offering our CAPM bootcamp during the same week. The Certified Associate in Project Management (CAPM) is a fairly new credential and now you can get training for the exam here in Rochester. This course is designed for:

- The new project manager
- Those wanting to make the transition into project management



### MS PROJECT 2007, Basics and Beyond Earn 16 PDUs!

**Next offered November 15-16th**

Learn what's new in Project 2007. Learn the basics as well as advanced techniques such as resource sharing, creating budgets and tracking costs, customizing views, and interfacing with other applications. Note that [we are offering this seminar at a special rate if you are unemployed.](#)

[Click here to register or for more info.](#)

### Stay Tuned for New Course Offerings in 2011!!

## Have you seen our Online Training offerings?

### ONLINE TRAINING:

#### Project Management for Information Technology (4th Edition)

**Cost: \$499**

**25 PDUs!**

Project management refers to the art, or science, of directing projects. This course, Project Management for Information Technology, focuses more specifically on how project management concepts can be applied to IT projects, as well as on project man-

agement issues that are unique to IT projects.... [more](#)

#### PMP 11 - PMP® Practice Examinations & Exam Strategies

**Cost: \$90.00**

This course contains two 200-question PMP® Practice Exams covering the Project Management Institute's standard, A Guide to the Pro-

ject Management Body of Knowledge (PMBOK® Guide) . The practice exams provide a comprehensive review of the PMBOK® Guide . Learners will also review key... [more](#)

**Podcast of the Month** - Cost of Quality for Software Projects

James Edgell, VP of Information Systems at Motient and host of Managing Software Development (The MSD Show) provides us with his experience of COQ as it relates to software development projects. He discusses a number of metrics that COQ, a Six Sigma tool, is characterized by.

Cost of Quality metrics:

Creation, cost of 1st time product

Prevention, cost to ensure faults are not injected during Creation phase

Appraisal, the cost of verifying the product conforms to quality standards

James also provides examples on how to capture the metrics. One way he uses is via timesheets and has his people note them on those. He also gets them from his MS Project schedules (he describes how all this is

done).

He provides an example where the COQ metrics determined the direction of where his company went regarding future projects and how they changed the way they did testing.

[To hear the podcast \(itunes\) click here](#)

[Note: the CofQ podcast is #4 in the list of topics]

**Said at September's AM on PM Forum:**

"You don't want to boil the ocean."

- Lori Cohen (advising against scoping a 6-Sigma project too large)

**PM Tool Tip of the Month: A COQ template for your project**

Here is a template that AI found from Ask Process Inc., it attempts to determine the cost of not writing quality software code. Use these types of tools in determining your cost of quality. The actual template can be had if you send him an email requesting it.

**Cost of Quality Calculator**

Activity	Size		Defect Injection		Defect Removal		Defects in Product		Cost of Quality	
			Rate	#	Yield	#	#	/KLOC	Rate	Hours
Write Requirements	20	Pgs	5	100			100	4.00		
Inspect Requirements					65%	65	35	1.40	2	10
High Level Design	40	Pgs	5	200			235	9.40		
HL Design Inspection					65%	153	82	3.29	2	20
Design & Code	25	KLOC	50	1250			1332	53.29		
Design & Code Inspections					65%	866	466	18.65	100	250
Unit Test			2.5%	6	50%	233	239	9.56	5	47
Integration Test			2.5%	2	40%	96	146	5.83	0.5	191
System Test			2.5%	1	30%	44	103	4.13	0.1	437
<b>Totals</b>				<b>1559</b>		<b>1456</b>	<b>103</b>	<b>4.13</b>		<b>955</b>

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## AM on PM September Summary, Six Sigma in Practice

[Excerpt from LinkedIn AM on PM Breakfast Forum group]

What an alliteration! September's Summary on Six Sigma (say five times fast).

We were blessed to have Lori Cohen, CSSBB, president of Compass Quality Solutions, as our guest speaker at September 10th's forum. Lori has a degree in mechanical engineering and one in optics and in addition to being a Six Sigma Black Belt she is also a certified Quality Engineer. Lori is also an adjunct professor at Syracuse University, teaching Six Sigma.

The best part (IMHO) about Lori's presentation was in how she broke it down for us so that it made sense. She started out defining SS, described the 5 phase DMAIC approach (Define, Measure, Analyze, Improve, and Control), discussed some common tools used in a SS initiative, and then described some successes and challenges of actual SS projects she was on.

6-Sigma is a quality goal aiming for 99.9996% defect-free (3.4 defects per million). She said that the airline baggage handling industry is at around 4-Sigma. Is that good or bad? Depends on if it's your luggage that is the defect!

[Click here to see the remainder of the summary](#)



## Do you use LinkedIn, Facebook, or Twitter?



We have an AM On PM Group on LinkedIn! From linkedin.com simply do a search on groups looking for "AM on PM" as the keyword to search. Put in a request to join and we'll get you right in.

The AM on PM group serves as a repository for our summaries as well as a place to add to the discussion and get updates on the next session.

Follow Joanne on Twitter! My Twitter name is "**projectsolvers1**". I am using Twitter for Project Solvers' announcements.

send an email to [joanne@theprojectsolvers.com](mailto:joanne@theprojectsolvers.com) .

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