



COURSE OVERVIEW PM0506
Quality for Project Managers

Course Title

Quality for Project Managers

Course Date/Venue

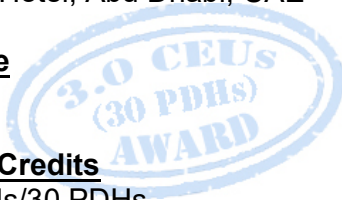
Session 1: April 13-17, 2025/Boardroom 1, Elite
Byblos Hotel Al Barsha, Sheikh
Zayed Road, Dubai, UAE

Session 2: September 15-19, 2025/Fujairah
Meeting Room, Grand Millennium Al
Wahda Hotel, Abu Dhabi, UAE



Course Reference

PM0506



Course Duration/Credits

Five days/3.0 CEUs/30 PDHs

Course Description



This practical and highly-interactive course includes various practical sessions and exercises. Theory learnt will be applied using our state-of-the-art “MS Project” and “Risky Project Software”.



The course is carefully developed to reflect the best practices that also match the training requirements of distinguished professional organizations such as the Project Management Institute (PMI) and FIDIC. The Professional Development Units/Hours (PDUs) or Continuing Education Units (CEUs) awarded to our participants are recognized by the Project Management Institute (PMI) and by the International Association for Continuing Education & Training (IACET-USA).



The recognition and acceptance of our PDUs/CEUs fall under Category B of PMI’s “PDU Activity Reporting Form”. Hence what the delegates simply need to do is to complete this form (we can help our clients to do that) and submit it to PMI upon the receipt of our certificates and ANSI/IACET’s CEUs. PMI will automatically award the delegates with 32.5 PMI PDUs after receiving our confirmation or once they see our international-accredited certificate.

Howard Technology, being the first **Authorized Provider** of the International Association for Continuing Education & Training (IACET-USA) in the Middle East, is authorized to award ANSI/IACET **CEUs** that are automatically accepted and recognized by the Project Management Institute (PMI).





Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain an in-depth knowledge on quality for project managers
- Create a constant purpose towards improvement
- Adopt new philosophy through embracing quality throughout the organization, prioritizing customers needs, preparing for a major change in business and creating and implementing quality vision
- Build quality into the process from beginning to end, eliminate the “ways” altogether and use statistical control methods and not physical inspections alone
- Use a single supplier for any one item including the consistency, suppliers quality, total cost and quality statistics
- Improve the systems and processes continuously, emphasize training and education and use kaizen model to reduce waste and to improve productivity, effectiveness and safety
- Use training on the job for consistency to help variation, build a foundation of common knowledge and allow workers to understand roles in the “big picture”
- Encourage staff to learn from one another and provide culture and environment for effective teamwork
- Implement leadership and eliminate fear
- Break down barriers between departments and get rid of unclear slogans
- Eliminate management by objectives and remove barriers to pride of workmanship
- Carryout education and self-improvement and transformation

Exclusive Smart Training Kit - H-STK®



Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.

Who Should Attend

This course provides an overview of all significant aspects and considerations of quality for project managers who are responsible for the project quality management of their organization.

Course Fee

US\$ 5,500 per Delegate. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.





Course Instructor(s)

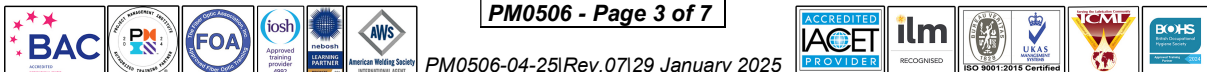
This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Mr. Eric Horne, MBA, PMP, PMI-RMP & SMC, HNDPM, NDOWS, T3 (Mech), is a Senior Project Management Consultant with over 40 years of training and industrial experience. His expertise lies extensively in the areas of Projects, Contracts, Operations, Procurement, Production, Finance and Supply Chain Management. Further, Mr. Horne is an expert in Project Management Professional (PMP), Project Risk Management Concepts, Project Management Processes, Project Time Management, Project Cost Management, Project Quality Management, Quality Assurance, Project Human Resource Management, Project Integration Management, Project Management Plan, Project Work Monitoring & Control, Project Scope Management, Project Communications Management, Project Planning, Scheduling & Cost Control Professional, Project Scheduling & Cost Control, Program Management Professional (PgMP), Leadership Management; Communications Management; Interpersonal, Teamwork & Team Management; Adaptability & Learning, Marketing Management; Customer Care Management; Sales & Marketing, Branding, Account Development Strategy & Time Management; Facilitation & Business Presentation Management; Warehouse & Logistics Management; Data & Record Management; Managerial Economics; Marketing Management; Value Engineering; Change Management; Planning, Budgeting & Cost Control; Strategic Thinking, Re-Engineering & Risk Management; Production Planning & Control; and Service Level Agreements (SLA). He is also well-versed in Business Law, Labour Law, Strategy Formulation, Resource Allocation, Continuous Improvement and Productivity Improvement. He is currently the Senior Project Manager of APC Solutions wherein he is responsible for the complete project life cycle including initiating, planning, executing, monitoring & controlling and closing as well as developing and presenting of various trainings within their organization.

Mr. Horne has worked for many blue chip companies such as **BHP Billiton, Eskom, Telecast Engineering, Adcorp, 3M** and many more wherein he gained technical and broad experience in all facets of well-renowned large companies in various industries. His work started on the shop floor as a **Industrial Engineer, Senior Work Study Officer, Industrial Engineer, Industrial Sales Engineer, Lecturer, Consultant/Trainer, Project Specialist** and rising up to managerial positions like **Project Governance Development Manager, Senior Project Manager, Project Manager Specialist, Marketing Manager, Sales Manager, National Marketing & Training Manager, Change Manager, Regional Manager and Project & Training Manager.**

Mr. Horne has a **Master** degree in **Business Administration** from the **University of Wales, UK**. Further, he has a **Higher National Diploma in Production Management, a National Diploma in Organisation & Work Study** and a **T3 Mechanical Certificate**. Moreover, he is a **Certified Instructor/Trainer, a Certified PMI-Project Risk Management Professional (PMI-RMP), a Certified Project Management Professional (PMP), a Qualified SETA Assessor, a Certified Scrum Master and a Certified Assessor/Trainer by the Institute of Leadership & Management (ILM)**. He has further delivered numerous trainings, courses, workshops, seminars and conferences worldwide.





Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	PRE-TEST
0830 – 0930	Create a Constant Purpose Towards Improvement Plan for Quality in the Long Term • Resist Reacting with Short-Term Solutions • Don't Just Do the Same Things Better – Find Better Things to Do • Predict and Prepare for Future Challenges • Always Have the Goal of Getting Better
0930 – 0945	Break
0945 – 1100	Adopt the New Philosophy Embrace Quality Throughout the Organization • Put your Customers' Needs First, Rather Than React to Competitive Pressure – Design Products and Services to Meet those Needs
1100 – 1230	Adopt the New Philosophy (cont'd) Be Prepared for A Major Change in the Way Business is Done • It's about Leading, Not Simply Managing • Create your Quality Vision and Implement it
1230 – 1245	Break
1245 - 1420	Stop Depending on Inspections Inspections are Costly and Unreliable • Build Quality into the Process From Start to Finish • Don't Just Find What you Did Wrong – Eliminate the "Wrongs" Altogether • Use Statistical Control Methods – Not Physical Inspections Alone – Prove That the Process is Working
1420 - 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day One

Day 2

0730 – 0900	Use a Single Supplier for Any One Item Quality Relies on Consistency – the Less Variation you Have in the Input, the Less Variation You'll Have in the Output • Look at Suppliers as your Partners in Quality • Encourage Them to Spend Time Improving their Own Quality – They Shouldn't Compete for Your Business Based on Price Alone
0900 – 0915	Break
0915 – 1100	Use a Single Supplier for any one Item (cont'd) Analyze the Total Cost to you, Not Just the Initial Cost of the Product • Use Quality Statistics to Ensure that Suppliers Meet your Quality Standards
1100 – 1230	Improve Constantly and Forever Continuously Improve your Systems and Processes • Emphasize Training and Education so Everyone Can Do their Jobs Better • Use Kaizen as a Model to Reduce Waste and to Improve Productivity, Effectiveness, and Safety



1230 – 1245	Break
1245 – 1420	Use Training on the Job Train for Consistency to Help Reduce Variation • Build a Foundation of Common Knowledge • Allow Workers to Understand their Roles in the "Big Picture" • Encourage Staff to Learn From One Another and Provide a Culture and Environment for Effective Teamwork
1420 - 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Two

Day 3

0730 – 0900	Implement Leadership Expect Your Supervisors and Managers to Understand their Workers and the Processes they Use • Don't Simply Supervise • Figure Out What Each Person actually Needs to Do His or Her Best
0900 – 0915	Break
0915 – 1045	Implement Leadership (cont'd) Emphasize the Importance of Participative Management and Transformational Leadership • Find Ways to Reach Full Potential, and Don't Just Focus on Meeting Targets and Quotas
1045 – 1230	Eliminate Fear Allow People to Perform at their Best by Ensuring that they're not Afraid to Express Ideas or Concerns • Let Everyone Know that the Goal is to Achieve High Quality by Doing More Things Right – and that you're not Interested in Blaming People When Mistakes Happen • Make Workers Feel Valued, and Encourage Them to Look for Better Ways to Do Things
1230 – 1245	Break
1245 – 1420	Eliminate Fear (cont'd) Ensure that your Leaders are Approachable and that they Work with Teams to Act in the Company's Best Interests • Use Open and Honest Communication to Remove Fear from the Organization
1420 - 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Three

Day 4

0730 – 0900	Break Down Barriers Between Departments Build the "Internal Customer" Concept – Recognize that Each Department or Function Serves Other Departments that Use Their Output • Build a Shared Vision
0900 – 0915	Break
0915 – 1100	Break Down Barriers between Departments (cont'd) Use Cross-Functional Teamwork to Build Understanding and Reduce Adversarial Relationships • Focus on Collaboration and Consensus Instead of Compromise



1100 – 1230	Get Rid of Unclear Slogans <i>Let People Know Exactly What you Want – Don't Make them Guess • "Excellence in Service" is Short and Memorable, but What Does it Mean? How is it Achieved? the Message is Clearer in a Slogan Like "You Can Do Better if You Try"</i>
1230 – 1245	Break
1245 – 1420	Get Rid of Unclear Slogans (cont'd) <i>Don't Let Words and Nice-Sounding Phrases Replace Effective Leadership • Outline your Expectations, and then Praise People Face-to-Face for Doing Good Work</i>
1420 - 1430	Recap <i>Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow</i>
1430	Lunch & End of Day Four

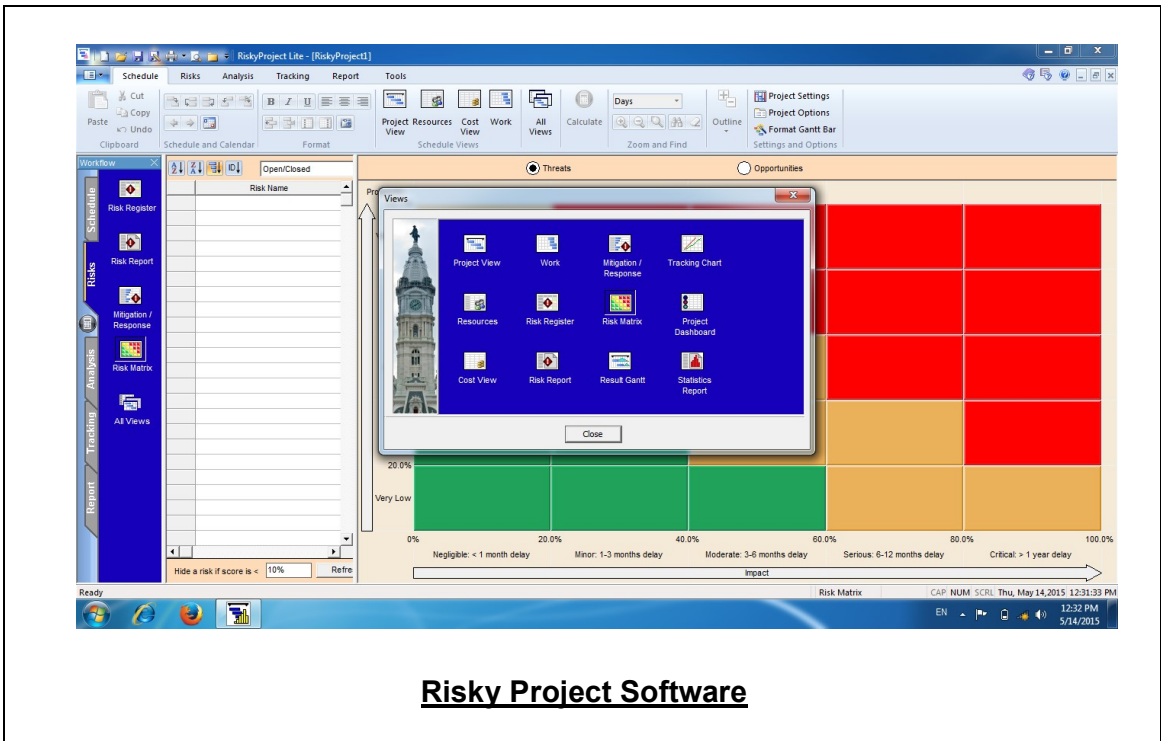
Day 5

0730 – 0900	Eliminate Management by Objectives <i>Look at How the Process is Carried Out, not Just Numerical Targets • Production Targets Encourage High Output and Low Quality • Provide Support and Resources so that Production Levels and Quality are High and Achievable • Measure the Process Rather than the People Behind the Process</i>
0900 – 0915	Break
0915 – 1030	Remove Barriers to Pride of Workmanship <i>Allow Everyone to Take Pride in their Work Without Being Rated or Compared • Treat Workers the Same, and Don't Make Them Compete with other Workers for Monetary or other Rewards</i>
1030 – 1215	Implement Education and Self-Improvement <i>Improve the Current Skills of Workers • Encourage People to Learn New Skills to Prepare for Future Changes and Challenges • Build Skills to Make your Workforce More Adaptable to Change and Better Able to Find and Achieve Improvements</i>
1215 – 1230	Break
1230 – 1345	Make "Transformation" Everyone's Job <i>Improve your Overall Organization by Having Each Person Take a Step Toward Quality • Analyze Each Small Step and Understand How it Fits into the Larger Picture • Use Effective Change Management Principles to Introduce the New Philosophy and Ideas in Deming's 14 Points</i>
1345 - 1400	Course Conclusion
1400 – 1415	POST-TEST
1415 – 1430	Presentation of Course Certificates
1430	Lunch & End of Course



Simulator (Hands-on Practical Sessions)

Practical sessions will be organized during the course for delegates to practice the theory learnt. Delegates will be provided with an opportunity to carryout various exercises using our state-of-the-art “MS Project” and “Risky Project Software”.



Risky Project Software

Course Coordinator

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