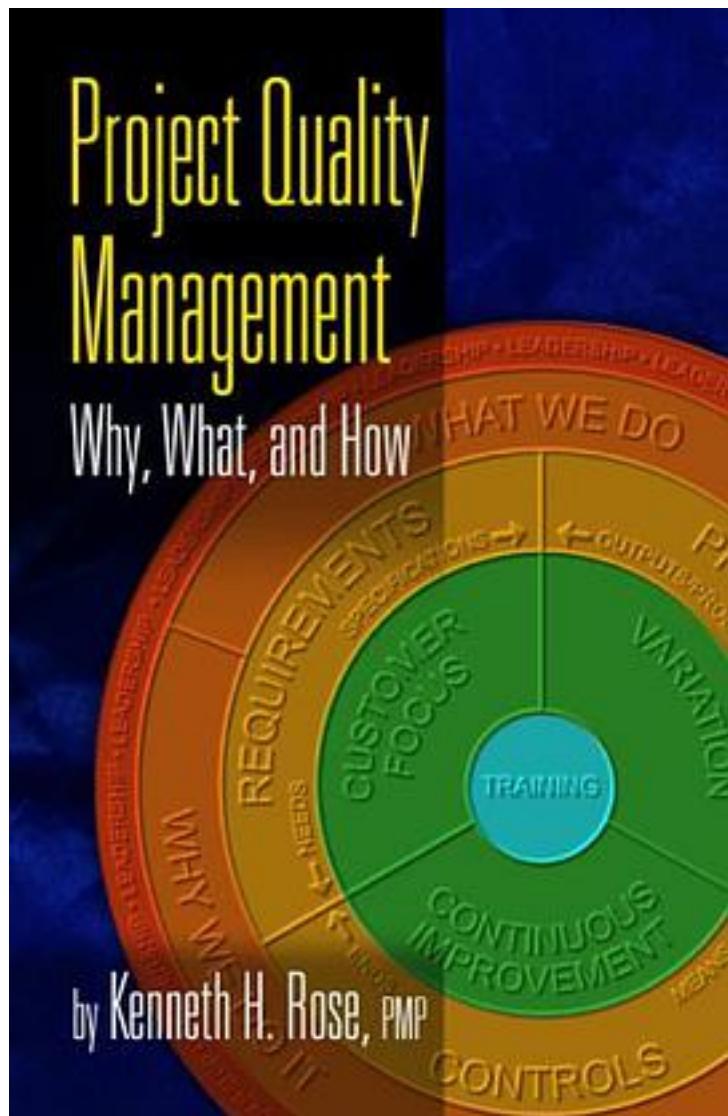


Project Quality Management



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著者:Rose, Ken

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This book provides project managers with an explicit step-by-step quality management process, along with a coherent set of quality tools organized and explained according to their application within this process that can be applied immediately in any project context. It introduces a Wheel of Quality that codifies in one complete image the contributing elements of contemporary quality management, and establishes a new quality tool - the Pillar Diagram - that provides the capability for identifying root causes of undesirable effects. It includes a final walk-through of a practical exercise relevant to many project domains.

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