

ANALYSIS OF QUALITY FACTORS IN PROJECT MANAGEMENT

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SUMMARY

71 pages; 14 tables, 2 pictures, 64 references.

The main purpose of this master thesis is to determine the essential quality factors in project management.

Methods

Comparative and systematic literature analysis and logical analysis reveals the problematic of the project management and its quality factors. The qualitative methods, in-depth semi-structured interview and group discussion, have been chosen to study the approach of project managers who implemented quality projects. The study has been carried out using visual tools and the role making map model. To design the model of the quality factors in project management, the synthesis method is applied. The literature and study analysis results are compared and triangulation method is applied.

After analysis of the literature, it was observed that the project management processes are called as quality factors in project management. The identification of quality management as a separate process is very limited and decreases the role of quality in projects. The quality has to be managed in all processes of the project management, which are integration, scope, time, budget, sustainability, outsourcing, human resources, communication, risk, and stakeholders. The quality of project management is decided by more factors than universally acknowledged time, scope and budget factors.

The study proved that the identification and management of stakeholders and their needs is an important factor. However, the obligation to requirements limits the flexibility and the generativity, which is another quality factor. The detailed project execution plan consisting suitable deadlines decreases the need for flexibility and changes. (Self-)evaluations during the project execution may help to determine if the project corresponds the needs and requirements of stakeholders, and cherish permanent improvement of the project and project team's learning. The previous experience in project execution may help to understand the

concept of project quality, its importance, and facilitates management of the quality and the project. The previous project management experience helps to learn from mistakes and to understand what works best within the project, and helps to estimate the scope and deadlines. They study discovered project managers use the same definitions to name the success and the quality.

The proposed model of quality factors in project management is based on the synthesis of literature analysis and the study. The model helps to understand the basic 24 factors that influence the quality of project management. The model of quality factors in project management does not represent all possible factors, because depending on the project nature. The model discloses characteristics of factors and specialities of their application. The model of quality factors in project management is a visual tool that can assist project managers to manage quality in a structured and consistent manner.

Keywords: project management quality, the model of quality factors in project management, processes, stakeholders, and lessons learned permanent improvement, flexibility, generativity, self-evaluation, requirements, and sustainability of results.