

Quality Management for Research Projects

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What is Quality?

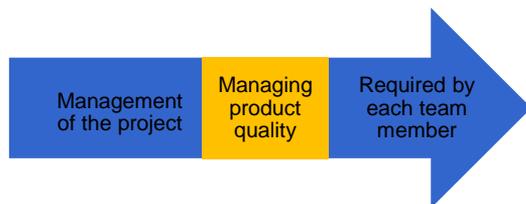
“The act of overseeing all activities and tasks needed to maintain a desired level of excellence. This includes creating and implementing quality planning and assurance, as well as quality control and quality improvement. It is also referred to as total quality management (TQM).”

Read more:

<http://www.investopedia.com/terms/q/quality-management.asp#ixzz25yXAaGuN>

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Quality: A Continuous Process in Research



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What are the ‘Products’ in Research?

- ‘Products’ refer to those tangible items that mark project milestones, and represent deliverables to the client or project sponsor



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Example EMBLEM Project ‘Products’

<input type="checkbox"/>	Identification of case-control subjects
<input type="checkbox"/>	Signed informed consent forms
<input type="checkbox"/>	Specimen(s)
<input type="checkbox"/>	Data collection forms
<input type="checkbox"/>	Site visit reports

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Quality Checklists

- Used to verify that a set of required steps has been performed (and as trained)
- Ensures consistency in frequently-performed tasks
- Documents what procedures were completed, and notes comments on those left incomplete
- Used to initiate additional training or quality checks to take place
- Completed checklists become part of project files

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Keys to Quality Management

- Success requires the participation of all project team members
- Management staff are required to provide the resources needed to succeed
- Quality should be planned, designed, and built in: the cost of preventing mistakes is generally less than the cost of correcting mistakes

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Project Roles in Quality Management

- Project Manager
 - Assures all staff are in compliance with quality procedures
- Quality Manager(s)
 - Develops quality procedures for subject areas such as data management, site monitoring, specimen collection, and document review and measures compliance
- Other Team Members
 - Follow quality procedures

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Quality Reporting



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A Quality Management Plan

- A component of the overall Project Management Plan
- Describes how quality control will be performed within the project
- Should be reviewed early in the project to ensure that decisions are based on accurate information

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Summary

- Quality is an essential part of the project
- There are specific roles and responsibilities for the management of quality on the team
- Failure to perform quality control can have a direct effect on the project budget
- Quality checklists are a commonly used tool to guide quality in many areas of the project
- Compliance to written project procedures is reported to the sponsor

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Questions and Comments



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