



Quality Management for Projects and Programs (Perspectives in Project and Program Management)

Lewis R. Ireland

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Understanding the customer's requirements and the essential nature of planning to meet quality expectations is explored thoroughly, and there is solid discussion of the quality-the choice of resources, the human factors, the effects of internal and external demands, the tools, the management techniques, the methodologies, and the costs-associated with infusing quality into project management.

The book is essential reading to learn more about one of the knowledge areas of A Guide to the Project Management Body of Knowledge (PMBOK®).

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