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Project Management Consulting and Training Services

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"Flip Sides of IT PM"

- Panel Discussion

Anita Dhir, President, Medhira Enterprises

718-340-8465

adhir@medhira.com

Summary

- *Using the Malcolm Baldrige Approach*
- *difference between a successful and a failed project*



- ◆ Tailor processes based on customer satisfaction would prevent project failures.



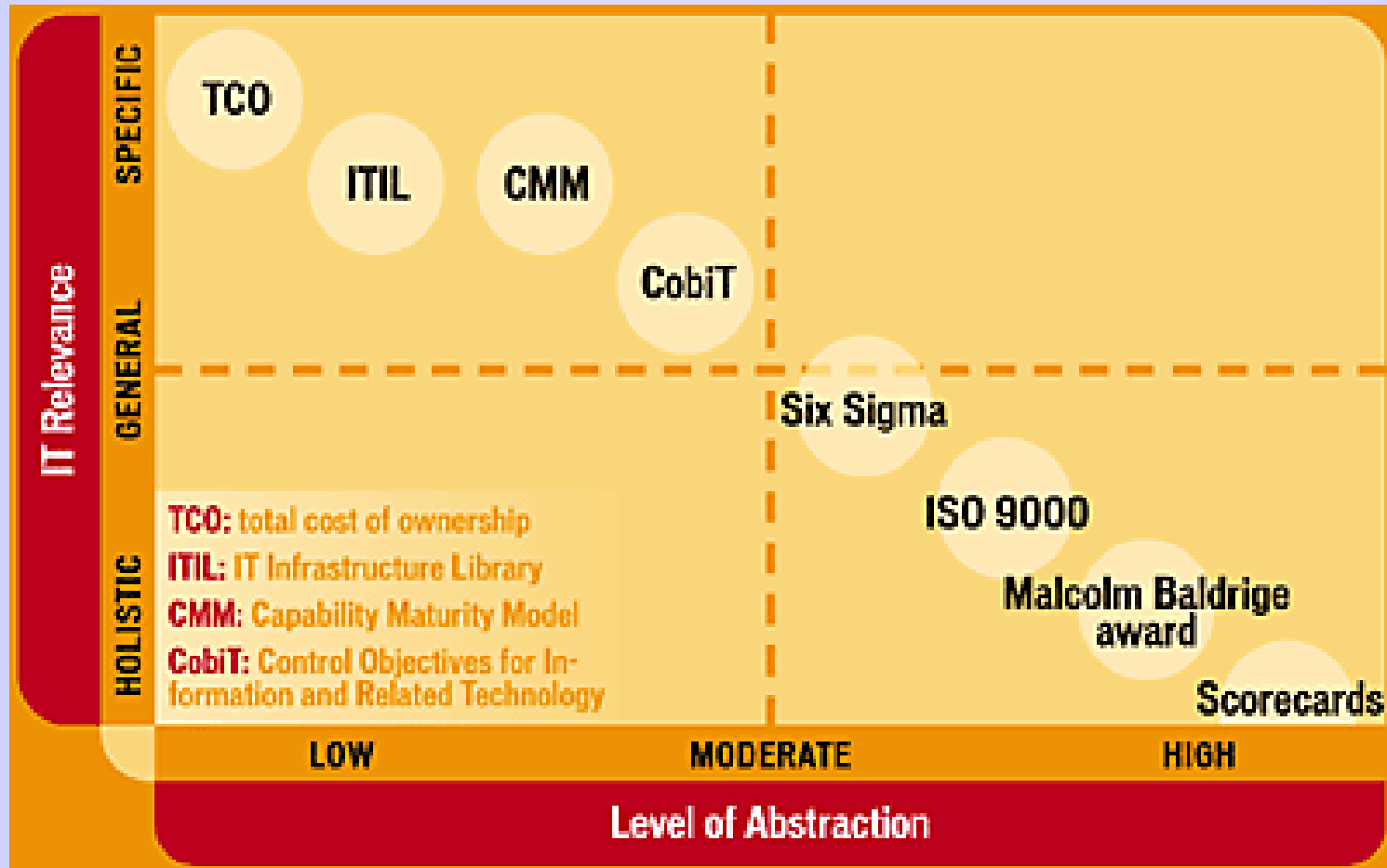
- ◆ Understand, align to, and implement organizational strategic objectives for successful projects.



- ◆ Use leadership skills to align the project team toward customer-focused outcomes

Quality Framework Overview

Process Model Selection Framework



Source: Gartner Inc., Stamford, Conn.

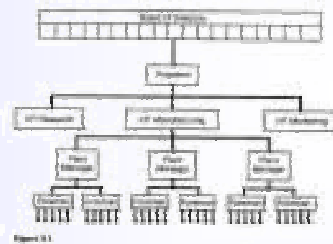
Quality Improvement Considerations

Quality Frameworks	Organizational Level	Focus
PMBOK®	Project	Initiatives <ul style="list-style-type: none"> • Project Results <ul style="list-style-type: none"> – (Time, Cost, Quality)
CMM(I)	CIO	IT Departmental Procedures for SW Development
Malcolm Baldrige National Quality Program	CEO	<ul style="list-style-type: none"> • Company Leadership • Strategic Planning • Customer & Market focus • Measurement Analysis & Knowledge Management • Human Resource Focus • Process Management • Results



Quality Improvement Considerations

- Most Quality Models are:
 - ◆ Built to address Best Practices across:



- ◆ Customization (Tailoring) is key to attain:
 - ◆ Organizational Buy-in
 - ◆ Financial Success
 - ◆ Customer Satisfaction

Process Improvement Considerations

Customer Satisfaction

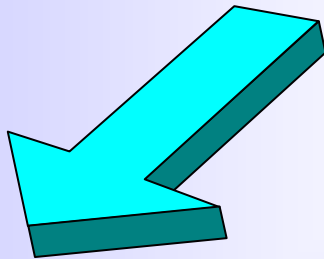
*Leadership**

*Strategic Planning**

Project

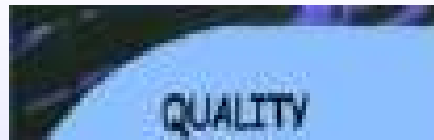
*Measurement Analysis and Knowledge Mgmt**

*Results**

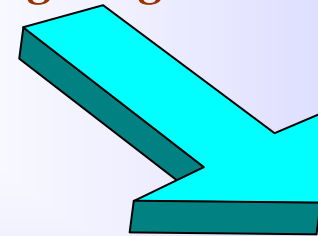


Process

*Process Management**
*Human Resource Focus**



Fitness-of-Use

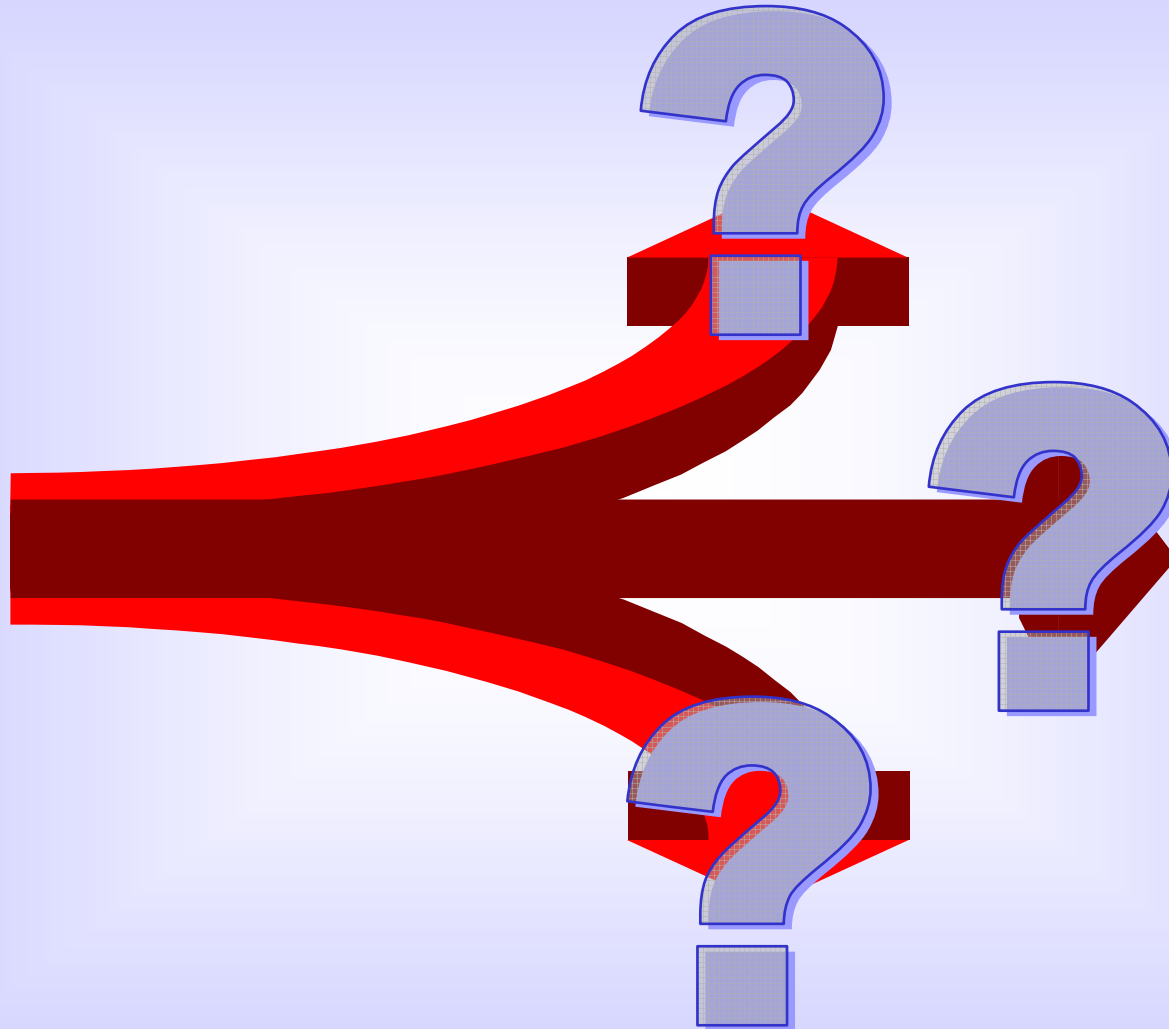


Product

*Customer & Market focus**

** Malcolm Baldrige Criteria*

Questions



Anita Dhir, adhir@medhira.com

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