Consequences of poor scope description in Define Scope Process

1. Cost increase
2. Rework
3. Schedule delay
4. Poor morale

Product analysis

1. Value engineering
2. Value analysis
3. Systems analysis
4. Systems engineering
5. Product breakdown
6. Functional analysis

Crosby Theory

1. Do it right the first time¨
2. Zero defects

Juran Theory

1. Fitness for use
2. Stakeholder and customer expectation are met or exceeded

Deming Theory

1. Quality is a management problem in 85% of the time
2. Quality problem must be solved before reaching worker

Quality metrics

1. Are output of Plan Quality process
2. Are not a component of Quality Management Plan

Theory Y

1. People are intrinsically motivated

360 degree feedback

1. Part of project performance appraisal
2. Tool and technique of Develop Team process

Forecasting methods

1. Time series methods
2. Causal/ econometric methods
3. Judgmental methods
4. Other methods (simulation, Probabilistic forecasting, ensemble forecasting)

Contract life cycle

1. Requirement
2. Requisition
3. Solicitation

4. Award

Averaging methods

1. Simple = Triangular = 1/3 (Opt + Pess + MostLikely)
2. Weighted = PERT = Beta = 1/6 (Opt + Pess + 4 x MostLikely)

Collect Requirements Facilitation techniques

1. JAD
2. QFD
3. User Stories

Benefits of meeting quality requirements

1. Increased stakeholder satisfaction
2. Lower costs
3. Higher productivity
4. Less rework

Levels of Maslow's hierarchy of needs

1. Physiological
2. Safety
3. Love/Belonging
4. Self-esteem
5. Self-actualization

Management by Objective

1. By Peter Drucker
2. Management focuses on achievable goals
3. Make sure everybody in the organization has a clear understanding of the aims or objectives of the organization and awareness of their own roles and responsibilities to achieve the objectives

Agile release planning

1. Product vision drives product roadmap
2. Product roadmap drives release plans
3. Release plan establishes the iteration
4. Iteration plans schedule feature development
5. Prioritized features delivered by user stories
6. Tasks created to deliver user stories

Contingency Plan and Fallback Plan and Workaround

1. Contingency Plan: the pre-developed risk response strategies to be taken if the actively accepted risks occur
2. Fallback Plan: the pre-developed risk response strategies to be taken if the primary risk response is not effective
3. Workaround is immediate risk response strategies for unidentified risks (or identified risks that have been accepted passively) in order to contain the damages to the project plan (the costs deal with unidentified risks can be obtained from the management reserve upon management approval)

Change control vs configuration control

1. Change Control is about protecting the project from undocumented changes to the project baselines by addition/changing requirements, etc.
2. Configuration Control is about managing the specifications/versions of the deliverables, processes and related documents throughout the lifecycle of the project.