

Course Outline

DEN 306 Engineering Maintenance, Operations and Change

This course will be very useful in managing projects proactively and successfully and tapping into strategies for maintaining customer satisfaction. Important quality standards, which are all catalysts for effective program management, will be reviewed.

The course introduces Project Management concepts from a system theoretic point of view. The role of project manager is highlighted as a person who plans, controls, and optimizes a multi-task project towards a singular goal in a timely and cost-effective manner. The science and the art of project management are discussed in settings where scarce resources, risky decisions, and conflicting tensions continually require sensible and effective compromises.

Concepts and applied techniques for cost effective management of both long-term development programs and short-term projects are discussed. Topics include project management principles and methodology with special focus on planning, controlling, and coordinating individual and group efforts. Other topics include customer service excellence, and total quality management.

The time available does not allow for an in-depth presentation of all aspects of these topics. Resources are provided at the end of these Participant Workshop Notes for further exploration.

LEARNING OBJECTIVES

At the conclusion of this course, participants will be able to:

- Understand what PM is.
- Identify what the required PM body of knowledge is (PMBOK).
- Apply the principles of PM for project initiation, planning, execution, control and closure.
- Define the Strategic Management Process.
- State the Roles of the Project Manager.
- Establish strategies for maintaining customer service satisfaction
- Define Quality and list some of the major standards
- Understand the role and importance of continuous process improvement