

PM Guarantee technical skills and Quality




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Scope of the presentation

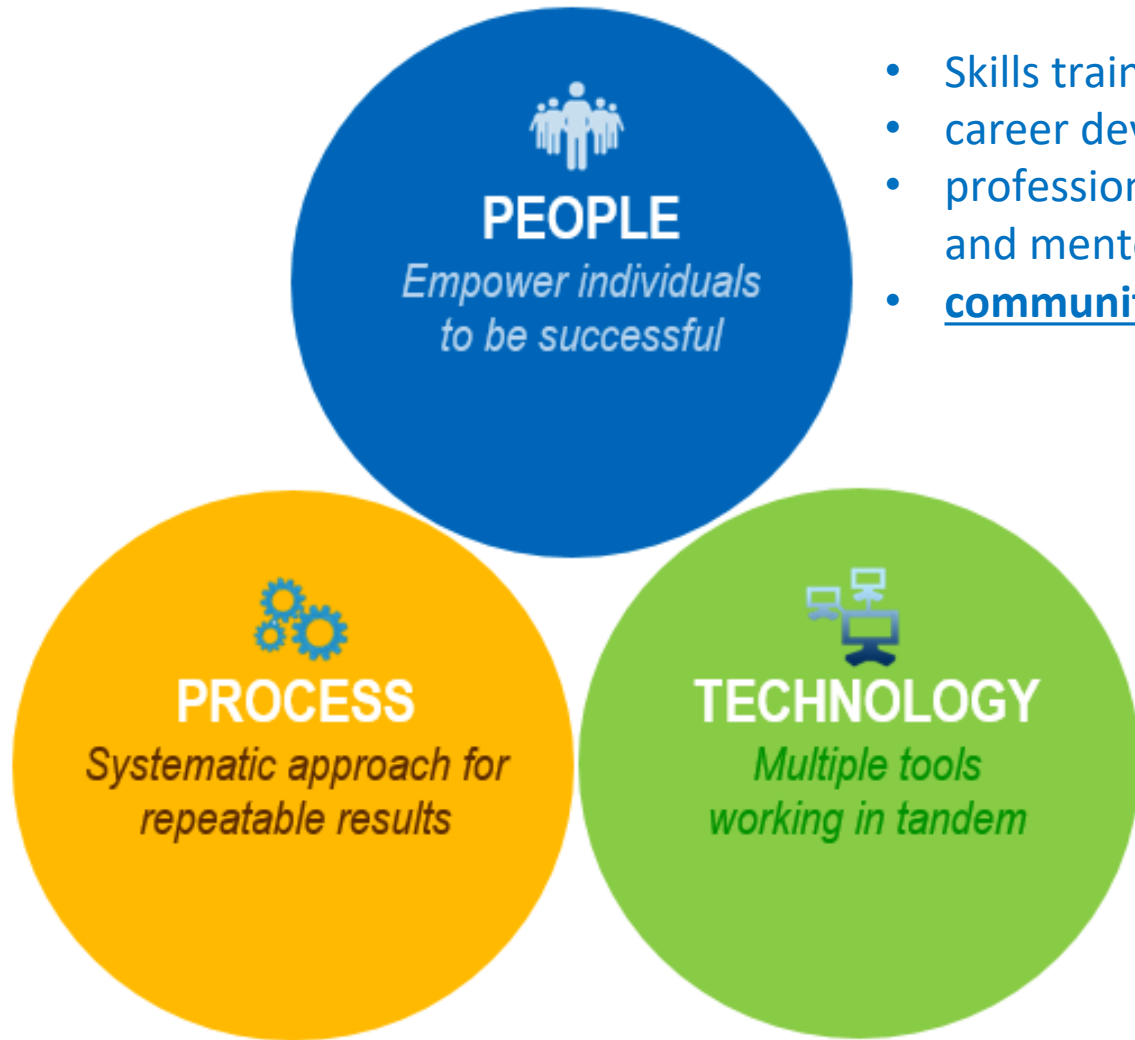


Knowledge area's

PMO Disciplines	Project Mgmt	Program Mgmt	Portfolio Mgmt
			
Soft Skills	Conflict Management		
	Adapting Your Conflict Style		
	Managing Without Authority		
	Setting and Managing Priorities		
Technology	IT Supporting Roadmap of Solutions		
	Metrics and Reporting		
Complementary Disciplines	Organizational Change Mgmt		
	Business Process Mgmt		

Centers of Excellence (CoE)

- standard methods for their given discipline
- the best-known practices
- tools proven to work



- Skills training
- career development
- professional community of peers and mentors
- communities of practice

- Select and manage IT systems to enable their specific discipline

The Organizational Context of Portfolio Management



2013 Project Management Institute. *The Standard for Portfolio Management* – Third Edition

Vision, Mission, Values

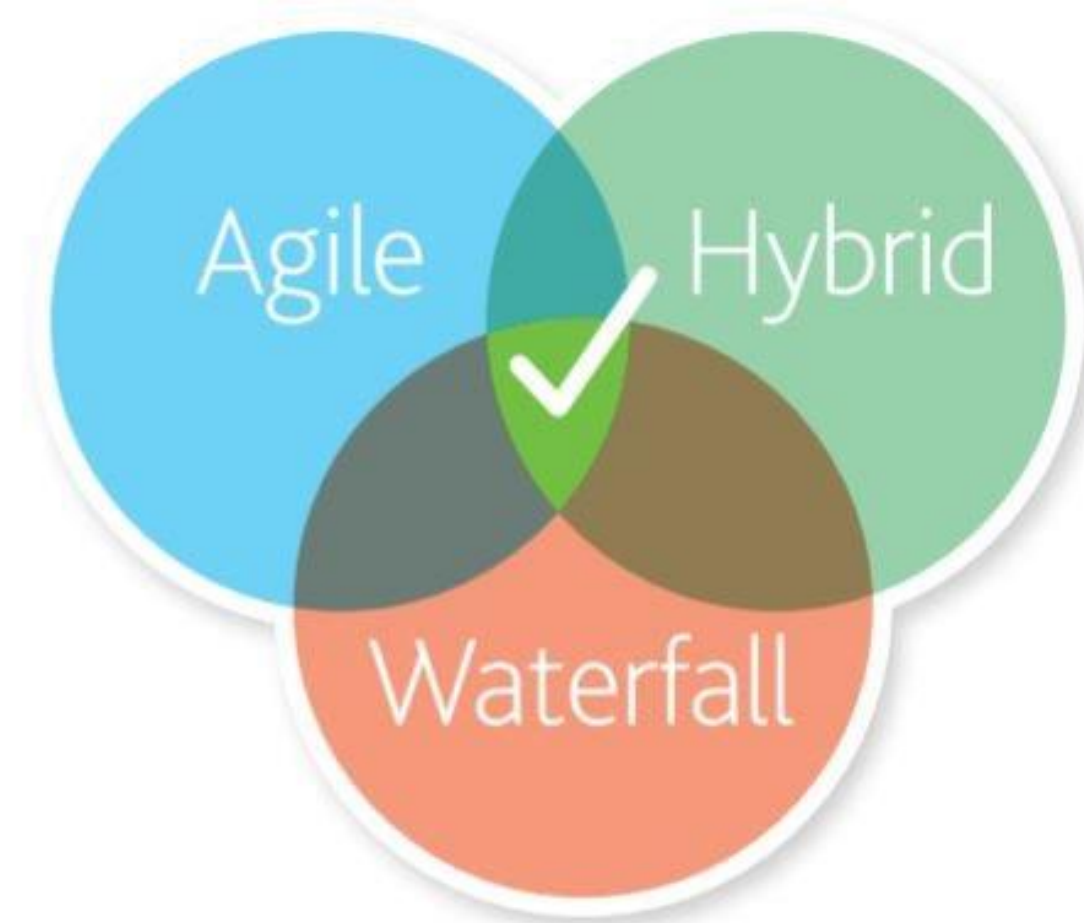
VISION	Transforming how the world uses information to enrich life.
MISSION	Be a global leader in memory and storage solutions.
CORE VALUES	<p><i>We strive to live the following values with passion and unwavering integrity:</i></p> <p>PEOPLE: We care about each other.</p> <p>INNOVATION: We develop solutions that shape the world's future.</p> <p>TENACITY: Nothing shakes our resolve.</p> <p>COLLABORATION: We work as one team.</p> <p>CUSTOMER FOCUS: We win by knowing our customers.</p>

Quality Pillars



EACH PILLAR HAS ITS OWN SET OF METRICS

Metodology to be used



Tools: 8D for Problem Solving

D0	Become aware of problem
D1	Form team
D2	Describe the problem
D3	Implement and verify containment actions
D4	Find and verify root causes
D5	Select permanent corrective actions
D6	Implement permanent corrective actions
D7	Prevent system problems
D8	Congratulate the team

Tools: Change Management

The Change Management methodology is centered on a model developed by a company called Prosci®.

<https://www.prosci.com/adkar>

The **ADKAR** approach represents the five elements of change that must be achieved for the change to be a success.

A Awareness

D Desire

K Knowledge

A Ability

R Reinforcement®

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Tools: Risk Assessment

- Identify the MAIN risks. Brainstorm with your team and decide what are the risks to meeting the project goals.
- The probability % is your judgement on how likely it is that a risk event will occur.
- Think about the potential impact if an event occurs. Will it shut down the project or just be an annoyance?
- What is your plan to manage (mitigate) the critical risks?

Severity	Catastrophic (4)	16	12	8	4
	Major (3)	12	9	6	3
	Moderate (2)	8	6	4	2
	Minor (1)	4	3	2	1
		Frequent (4)	Occasional (3)	Uncommon (2)	Remote (1)
Probability					

- Key
-  Must take action
 -  Should take action
 -  No Action Required

Tools: OSIR (Objective-Status-Issues-Recommendations)





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Thank you!

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