AN INVESTIGATION INTO THE USE OF QUALITY MANAGEMENT TECHNIQUES IN NZ IT PROJECTS

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ABSTRACT

The risks in an IT project are very high both because of its complexity and also because the context of rapidly-developing technology leads to a high degree of uncertainty. IT projects should have comprehensive formal quality management fully integrated within all aspects of project management.

A review of the quality management in IT project literature suggests, customer-focused TQM is now synonymous with good management. TQM combines the use of computerised data collection and statistical experimentation with a focus on teamwork, group participation and a culture of continuous improvement in operating systems (Robert, 1993).

Using the survey methodology and through two case studies, qualitative data was gathered to develop a model of quality management implementation process in New Zealand.

Key words: Quality, Total Quality Management (TQM), Quality Control (QC), Quality Assurance (QA), Quality Model.

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