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Nota di contenuto	1. Fundamentals of project management -- 2. The definition and dimensions of project quality -- 3. The application of the guidelines of project quality in bodies of knowledge -- 4. Project success criteria and success factors -- 5. Project excellence and maturity models -- 6. Operational excellence concepts in major projects -- 7. How project quality and project excellence are practised : an empirical study -- 8. Heathrow terminal 5 : case study -- 9. Channel tunnel rail link high speed 1 project (HS1) : case study -- 10. Implementation : how to make project quality and project excellence happen.
Sommario/riassunto	Project managers appear to accept the 'iron triangle' of cost, budget and quality but in reality focus more on being on time and budget. Quality in projects is often paid mere lip service and relegated to tick-box compliance. This lack of clarity and focus on quality is often the source of project failures. Ron Basu's Managing Quality in Projects shines the spotlight on this aspect of project management that can often be overshadowed by the pressure to deliver on time and on budget. His investigation focuses initially on defining the dimensions of quality in project management and identifying sources of measurement

for project excellence. Thereafter he expands his focus to discuss which tools can be effectively used in the quest for achieving and sustaining project excellence; and which processes are important in assessing the project maturity. The text also explores how the successes of operational excellence concepts, such as supply chain management, Lean Thinking and Six Sigma may be gainfully deployed in enhancing project quality and excellence. Finally a structured implantation plan guides those directly involved in project delivery, including suppliers, in how to 'make it happen'. A shared understanding and implementation of project quality by key project stakeholders will go a long way to ensuring a stable platform for delivering successful projects with longer lasting outcomes. It is also a fundamental building block in any organization's strategy for improving consistency and achieving sustainable performance. On that basis, Ron Basu's book is a must-have reference and guide for all project organizations.

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