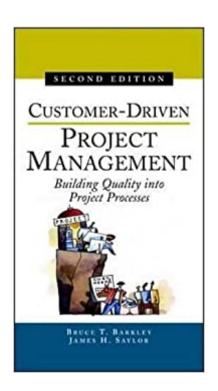


The book was found

Customer-Driven Project Management : Building Quality Into Project Processes





Synopsis

Reorganize any project for improved efficiency and quality. Designed around numerous case studies, Customer-Driven Project Management, Second Edition drives home the importance of front-end customer involvement for project managers and engineers alike. Authors Bruce T. Barkley and James Saylor have added six new chapters to this edition, focusing on Internet support systems, selling the project, and a model for e-business projects. This integrated approach to Custom-Driven Project Management (CDPM) explains the new enterprise project life cycle and gives you a wide range of effective tools for developing customer-driven teams. You learn how to: * Use people involvement tools and techniques * Recognize senior managementââ ¬â,,¢s role in project review * Be aware of the full range of personal and professional issues * Apply definition, selection, and analysis tools and techniques *Work with project management and system development tools and techniques * More

Book Information

Hardcover: 609 pages

Publisher: McGraw-Hill Education; 2 edition (July 3, 2001)

Language: English

ISBN-10: 0071369821

ISBN-13: 978-0071369824

Product Dimensions: 6.2 x 1.8 x 9.1 inches

Shipping Weight: 2.2 pounds (View shipping rates and policies)

Average Customer Review: Be the first to review this item

Best Sellers Rank: #73,967 in Books (See Top 100 in Books) #27 inà Â Books > Business &

Money > Management & Leadership > Quality Control & Management > Total Quality Management

#56 inà Books > Textbooks > Engineering > Industrial Engineering #57 inà Â Books >

Textbooks > Business & Finance > Entrepreneurship

Customer Reviews

LET CUSTOMERS CREATE YOUR SUCCESS! With New Cases and Scheduling Applications -- and New Insights on Project Management in the Internet Age! Complete resource for project managers and project executives on project quality management! Practical guide to doing the right job -- and getting the job done right the first time! See how embedded quality assures customer satisfaction--and how to schedule quality into the project process. This newly revised Customer-Driven Project Management steers you to improved project quality management through

total customer involvement. Featuring new chapters on the Internet, quality scheduling, project review, and personal and professional growth planning, this provocative guide offers updated techniques that can help you: * Understand customers -- and their needs and expectations * Keep customers productively involved in project management * Embed quality into the product early in the process * Make organizations work better with project-driven business models * Market your PM skills with "Brand You" methods * Short-circuit stumbles with senior management "insurance" * Put free PM 'Net tools to work for you * Predict the life cycle of e-businesses * Draw ideas and inspiration from the Project Management Institute's Body of Knowledge on project quality management. Designed as a practical step-by-step guide for working project managers and executives, Customer-Driven Project Management is also a superb resource for those who aspire to fully understand the concept of project quality management and to achieve the Project Management Professional (PMP) certification. Helpful guide for anyone who wants to get any kind of team project done better, faster, cheaper, and with greater customer satisfaction.

Bruce T. Barkley is co-author of the first edition of this book, faculty member with the Keller Graduate School of Management in Atlanta, Georgia, and Project Administrator with Universal Avionics Corporation, a global high-tech electronics firm. Mr. Barkley has served as Vice President of The Learning Group Corporation, instructor with the University of Maryland and Manager of Consulting for the Maryland Center for Quality and Productivity. He is the recipient of the University of Maryland's "Excellence in Teaching" award. James H. Saylor is the author of the TOM FIELD MANUAL, TOM SIMPLIFIED, and co-author of the first edition of this book. He is the founder of The Business Coach (the businesscoach.org) and Vice President of Operations and Logistics for ELKAY PLASTICS COMPANY. Mr. Saylor has over 30 years' experience in organizational management, integrated logistics support, and training. He has coached, trained, and facilitated many public and private organizations in achieving their specific goals.

Download to continue reading...

Customer-Driven Project Management: Building Quality into Project Processes Project
Management: Secrets Successful Project Managers Already Know About: A Beginner's Guide to
Project Management, nailing the interview, and essential skills to manage a project like a Pro Agile
Project Management: QuickStart Guide - The Simplified Beginners Guide To Agile Project
Management (Agile Project Management, Agile Software Development, Agile Development, Scrum)
Strategic Marketing For Health Care Organizations: Building A Customer-Driven Health System
Customer Service: Career Success Through Customer Loyalty (6th Edition) How to contact

customer service by phone and website -: (customer service phone, Screenshots included for website! BONUS AT THE END) The Ultimate Question 2.0 (Revised and Expanded Edition): How Net Promoter Companies Thrive in a Customer-Driven World The Ultimate Question 2.0 (Revised and Expanded Edition): How Net Promoter Companies Thrive in a Customer-Driven World (Your Coach in a Box) What Customers Want: Using Outcome-Driven Innovation to Create Breakthrough Products and Services: Using Outcome-Driven Innovation to Create Breakthrough ... (Marketing/Sales/Advertising & Promotion) Cable-Driven Parallel Robots: Proceedings of the Third International Conference on Cable-Driven Parallel Robots (Mechanisms and Machine Science) The Agile PMO: Leading the Effective, Value Driven, Project Management Office Sales Management: Building Customer Relationships and Partnerships Quality Management for Organizational Excellence: Introduction to Total Quality (8th Edition) ISO 10005:2005, Quality management systems - Guidelines for quality plans Entropy-Driven Processes in Biology: Polymerization of Tobacco Mosaic Virus Protein and Similar Reactions (Molecular Biology, Biochemistry and Biophysics Molekularbiologie, Biochemie und Biophysik) Mastering Lean Product Development: A Practical, Event-Driven Process for Maximizing Speed, Profits, and Quality Project Management for Musicians: Recordings, Concerts, Tours, Studios, and More (Music Business: Project Management) Agile: Agile Project Management, A QuickStart Beginners's Guide To Mastering Agile Project Management! Agile Project Management, A Complete Beginner's Guide To Agile Project Management! Project Management for Healthcare (ESI International Project Management Series)

Contact Us

DMCA

Privacy

FAQ & Help