

Appendix 4: A Charter for Project Management Quality Review Consultants

The purpose of the Quality Review Service is to ensure that the project management activities were appropriate for the project, through identification and reporting of successful project and quality management processes, and those activities where improvements are possible for future projects or phases. It is not intended to be a quantitative exercise that provides approval of the management processes used for a project. The main concern of the Quality Review Consultant is to provide independent evaluation of the suitability of the management processes employed to deliver the intended outcomes/benefits for the project. Advice is based on the Tasmanian Government Project Management Framework.

Role

The role of the Quality Review Consultant is to:

- Review the project management framework for a project using the Tasmanian Government Project Management Framework
- Review the application of the project's management processes
- Report findings regarding the above to the Steering Committee and provide recommendations for future consideration

In practice, this service is achieved by:

- Reviewing project documentation and records
- Discussing the selection, application and effectiveness of management processes with the Project Team and stakeholders

Scope

The Quality Review Consultant concentrates on the processes and outputs from the management activity for a project from a historical perspective. The benefits from the Quality Review, therefore, come from application of the recommendations to future projects or to subsequent phases of the current project. The Consultant focuses on those activities that directly relate to successful outcomes/benefits for the project. These types of activities are common to all projects and are referred to as project management activities. They include tasks such as project planning, issue management and change control.

The aim is to ensure that the project management framework was suitable for the project's technical activities and to provide recommendations for future improvements.

Reporting

The Quality Review Consultant is appointed by the Steering Committee for the project and is not a member of the Project Team. They review the project from an *independent* perspective and report to the Steering Committee.

The Quality Review Consultant is able to raise any issue for the attention of the Steering Committee that they feel is important. This function provides a resolution path for issues that the Project Team may be reluctant to raise.

Responsibilities

It is the Quality Review Consultant's responsibility to raise any issue within the scope of the review that may threaten the project in any way. They may also suggest improvements in project management activities, as appropriate, for future application.

Services and Deliverables

In practice, the Quality Review Consultant may:

- Review project management documents and provide written feedback to the Steering Committee or Project Sponsor
- Provide written recommendations in relation to historical project management issues
- Discuss findings at Steering Committee meetings