

Appendix 3: A Charter for Project Management Quality Advisory Consultants

The purpose of the Quality Advisory Service is to assist the Project Manager with selection and application of appropriate project and quality management methodology and processes. In addition, the Quality Advisory Consultant provides a contact for discussion of project and quality management issues independent from the Project Team. The Quality Advisory Consultant strives to facilitate project success by assisting the Project Manager to deliver appropriate outputs and the Steering Committee in achieving the intended outcomes/benefits. Advice is based on the Tasmanian Government Project Management Framework.

Role

The role of the Quality Advisory Consultant is to:

- Advise the Project Manager on the application of the Tasmanian Government Project Management Framework in a way that is suitable for the project
- Observe the application of the project's management processes and make suggestions to the Project Manager regarding potential for improvement
- Provide guidance and support to the Project Team on the principles of project and quality management
- Offer independent opinion regarding project and quality management issues
- Raise issues and provide advice to the Steering Committee for consideration

In practice, this service is achieved by:

- Regular discussions with the Project Manager
- Attending management meetings (eg Steering Committee, Project Team)
- Monitoring the application and effectiveness of documented management processes

Scope

The Quality Advisory Consultant assists with definition and application of management processes, but does not consider the technical suitability of the products delivered through the application of those processes. Advice is focused on future and current activities. The Consultant focuses on processes that influence directly the degree of success in achieving intended business outcomes, such as project planning, issue management and change control. Since these types of activities are common to all projects, the interaction with the Consultant also should be of long-term benefit to the Project Manager.

The aim is to assist the Project Manager in applying the Tasmanian Government Project Management Framework in a way that is suitable for the project's technical activities. These activities are project-specific and result in the substantive deliverables from the project.

Reporting

The Quality Advisory Consultant is appointed by the Steering Committee for the project and is not a member of the Project Team. They operate from an *independent* perspective, and advise both the Steering Committee and Project Manager.

The Quality Advisory Consultant acts in the best interests of the project in dealings with both the Project Manager and the Steering Committee. This approach provides a resolution path for issues that the Project Team may be reluctant to raise with the Project Sponsor or the Steering Committee.

Responsibilities

The Quality Advisory Consultant is responsible for the provision of appropriate advice, in respect to management processes, to improve the likelihood the business outcomes/benefits being realised. They may also report significant risks to the project that become apparent through undertaking the role.

Services and Deliverables

In practice, the Quality Advisory Consultant may:

- Consider project management documents, in order to identify opportunities for improvement in management processes
- Attend and offer verbal advice during Project Team and Project Sponsor's regular meetings
- Attend and offer opinion at Steering Committee meetings
- Provide written confirmation to the Steering Committee in respect to verbal advice offered