Quality Management Shuffle Game

Some people learn best by doing, which is why we have developed this alternate approach to reviewing quality management.

Instructions

1. Cut out the cards on the next pages.

2. Lay out the bold title cards as column headers.

3. Shuffle the remaining cards and try to put them in the columns where they belong. Cards with italic terms must be matched to the corresponding group. For example, a Cost of Quality card in italics would match with a Data Analysis card, as cost of quality is a data analysis tool and technique.

4. Check your answers against the material covered in the Quality Management chapter of the *CAPM® Exam Prep book, the PMP® Exam Prep* book or *Process Groups: A Practice Guide* and make note of any gaps in your knowledge.

This article complements information in ***Rita Mulcahy's™ CAPM® Exam Prep*** book, 5th edition. If you are preparing for the CAPM®, consider contacting RMC Learning Solutions® at info@rmcls.com to find the best prep strategy for you.

Plan Quality Management *Key Inputs*	**Plan Quality Management** *Key Tools and Techniques*	**Plan Quality Management** *Key Outputs*
Manage Quality *Key Inputs*	**Manage Quality** *Key Tools and Techniques*	**Manage Quality** *Key Outputs*
Control Quality *Key Inputs*	**Control Quality** *Key Tools and Techniques*	**Control Quality** *Key Outputs*
Project management plan	Project documents	Project charter
Enterprise environmental factors	Organizational process assets	Data gathering

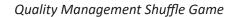|		
Decision making	Data analysis	*Cost-benefit analysis*
Cost of quality	Data representation	*Logical data models*
Matrix diagrams	*Mind mapping*	*Flowcharts*
Test and inspection planning	Meetings	Quality management plan
Quality metrics	Project management plan updates	Project documents updates

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Project management plan	Project documents	Data gathering
Checklists	Decision making	*Multicriteria decision analysis*
Data analysis	*Document analysis*	*Alternatives analysis*
Process analysis	*Root cause analysis*	Data representation
Affinity diagrams	*Matrix diagrams*	*Cause-and-effect diagrams*

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Flowcharts	*Histograms*	*Scatter diagrams*
Audits	Design for X	Problem solving
Test and evaluation documents	Quality reports	Change requests
Project management plan updates	Project documents updates	Deliverables
Project documents	Work performance data	Data representation

Scatter diagrams	*Cause-and-effect diagrams*	*Histograms*
Data gathering	*Checklists*	*Checksheets*
Statistical sampling	*Questionnaires and surveys*	*Performance reviews*
Root cause analysis	Data analysis	Test and inspection planning
Quality control measurements	Verified deliverables	Change requests

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Control charts	Meetings