PROJECT MANAGEMENT
FUNDAMENTALS

CSQP Institute

PRE-REQUISITES: N/A

APPROX. STUDY TIME: 6-10 hours

TEST FORMAT: Multiple choice

PASSING GRADE: 70 %

COURSE SUMMARY:

CSQA candidates will learn how to use project management framework in effectively implementing process improvement and service quality initiatives in a customer service role.

UNDERSTANDING THE BENEFITS

We start by defining what a project is and introduce customer service management principles applicable to optimizing constraints such as resources, risk, and quality. We also discuss its pivotal role in effectively implementing process improvement and service quality initiatives.

FUNDAMENTALS OF PROJECT MANAGEMENT

We discuss what is required for a successful project and how to manage competing priorities between various stakeholders. In this chapter, you will learn the project life cycle and the deliverables required during each phase of the project.

CORE COMPONENTS TO MANAGE WITHIN A PROJECT

In this chapter, we introduce common project components that are highly applicable to projects and discuss relevant tools and processes you can use to successfully execute various aspects of a project. We will apply concepts from the Foundations of Customer Service Efficiency course to various knowledge areas.