



ABSTRACT

This paper focuses on the adequacy of control in project management. The need for monitoring and control actions arises because projects are often dynamic in nature and because of the changing environments in which it is operated. The monitoring of the project deviations from the original project plan allows the generation of proper feedback in order to enable corrective actions to be taken on a timely basis so as not to hinder project completion. Many researches have been conducted in determining the critical constraints of project management – time, cost and quality.

The concentration of this study is on how to monitor the time and quality constraints. A qualitative approach is used by comparing the control elements presented in a Billing System installation in a utility company in Macau, Special Administration Region of China, against the Controlling Process set by the Project Management Institute Standards Committee of the United States. The findings obtained help to reinforce the importance of project planning and also provide suggestions for practical control tools.