

Everyone's Smart University

Project (Spring 2021)

Student Name	Ali Abdullah Ali Al Zahrani	اسم الطالب
Students I.D	2021201702	الرقم الجامعي

Section

Master

Date

Thursday
18 / 03 / 2021.

Course Code

(PMG506)

Advanced project Management

Instructions:

- اخر موعد للتسليم هو يوم الخميس 2021-05-20 في تمام الساعة ٩ مساءً.
- الإجابة متاحة باللغة الإنجليزية أو اللغة العربية مع مراعاة أن تكون المصطلحات العلمية باللغة الإنجليزية.
- يتم تسليم المشروع في صيغة ملف . pdf مع الالتزام نموذج الجامعة ولن تقبل أي مستندات أخرى.
- يجب مراعاة أقسام البحث الرئيسية (مقدمة Introduction، دراسات علمية سابقة Literature Review، طريقة البحث Methodology، النتائج والمناقشة Results and Discussion، وأخيراً المراجع References . وان كان هناك ملحقات Appendices يتم إضافتها)
- يجب الالتزام بـ Theme موحد كما يلي:
- حجم الخط 12.
- نوع الخط Arial.
- لون الخط أسود.
- المسافة بين الأسطر 1.5 line spacing
- عدد صفحات البحث (لا يقل عن ثلاث صفحات ولا يزيد عن ست صفحات).

Instructor's Name: Eng. Amaal Aburumman

Project:

You are required to document your role in administering a project. The project may be set in a business, social, sporting, or family environment but must be of a significant

size and scale. If you do not have an actual project to write about you may complete the project hypothetically. **This report will be between three to six pages in length.** This is a significant research project.

Your report must address each of the following issues:

1. Identify and describe the purpose, scope, and objectives of the project. **Display this information using an appropriate tool.**
2. Describe how the team is given an outline of the project.
3. Describe the strategies that are going to be set up to maintain communication with the team members.
4. Describe the tools that are going to be used to monitor the goals, time frames or milestones.
5. Identify project milestones and activities. **Display this information using an appropriate tool.**
6. Create a budget and link the costs to the key milestones for a project.
7. Describe how you are going to divide tasks and resources amongst a project team. **Display this information using an appropriate tool.**
8. Briefly describe how the progress will be monitored.
9. How are current project records maintained? Who has responsibility for this? provide some recommendations on how this process could be improved.
10. Describe the current procedure for finalizing projects. Create your own procedure and identify how you will evaluate the success of the project.
11. Legislation that may affect the project including health and safety, and anti-discrimination legislation.

Best of luck...

المشروع:

مطلوب منك توثيق دورك في إدارة مشروع. قد يتم تعيين المشروع في بيئة تجارية أو اجتماعية أو رياضية أو عائلية ولكن يجب أن يكون بحجم مناسب. إذا لم يكن لديك مشروع فعلي لتكتب عنه ، فيمكنك إكمال المشروع افتراضياً. سيتكون هذا التقرير من ثلاث إلى ست صفحات .

يجب أن يعالج تقريرك كل من القضايا التالية:

1. تحديد ووصف الغرض والنطاق والأهداف من المشروع. اعرض هذه المعلومات باستخدام أداة مناسبة.
2. صف كيف يتم إعطاء الفريق مخططاً تفصيلياً للمشروع.
3. وصف الاستراتيجيات التي سيتم وضعها للحفاظ على التواصل مع أعضاء الفريق.
4. صف الأدوات التي سيتم استخدامها لرصد الأهداف أو الأطر الزمنية أو المعالم.
5. تحديد معالم المشروع والأنشطة. اعرض هذه المعلومات باستخدام أداة مناسبة.
6. إنشاء ميزانية وربط التكاليف بالمعالم الرئيسية للمشروع.
7. صف كيف ستقوم بتقسيم المهام والموارد بين فريق المشروع. اعرض هذه المعلومات باستخدام أداة مناسبة.
8. صف بإيجاز كيف سيتم رصد التقدم.
9. كيف يتم الاحتفاظ بسجلات المشروع الحالية؟ من المسؤول عن هذا؟ تقديم بعض التوصيات حول كيفية تحسين هذه العملية.
10. وصف الإجراء الحالي لإنهاء المشاريع. قم بإنشاء الإجراء الخاص بك وحدد كيفية تقييم نجاح المشروع.
11. التشريعات التي قد تؤثر على المشروع بما في ذلك الصحة والسلامة ، وتشريعات مكافحة التمييز.

مع تمنياتي بالتوفيق..

Introduction

Procurement is managing more than 23K suppliers, suppliers facing difficulty of using the company System by using more than 3 system to interact with the company (SLM for Registration and update, SRM-SUS for RFX, PO, and Invoicing and Contact us page for supplier inquiries). In addition to this Now, the pressures of substantial company growth are beginning to create some problems. Which lead to have new suppliers to co up with the new products and expansions of the company.

Problem statement:

- Historically, the company has had received complaints from less than 1.5% of its suppliers per year. However, in the past 12 months, it has been noticed that the number of complaints has risen to more than 8%, and it is beginning to affect the company's reputation in the marketplace. A detailed research exercise, recently completed within the business, has found that the rise in complaints was due to:
A lack of communication between regional offices.
- Delayed payment to the supplier which affect the company supplies and productions.
- Varying levels of supplier service among the regional offices
- Inadequacies in the systems and processes required to support the supplier service function.
- Unacceptable delays in the handling of supplier's inquiries
- Insufficient call management systems

The solution

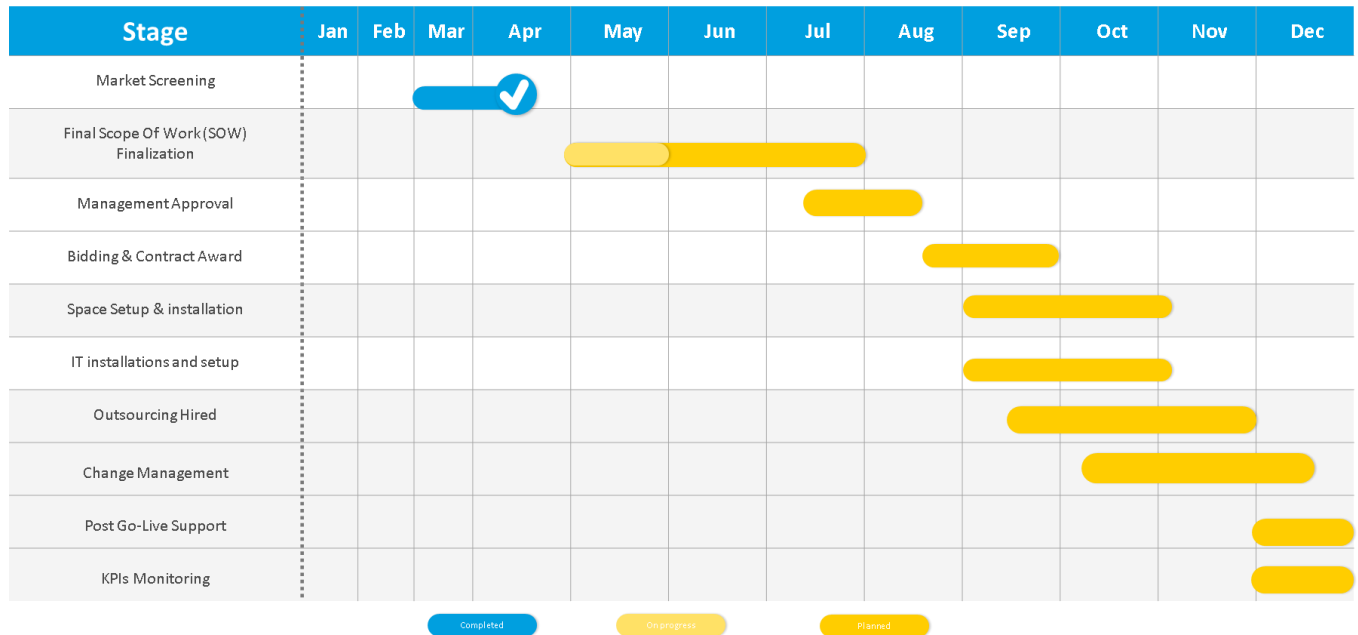
Implement supplier support center concept by providing online support through outsourced. Which will have the following benefits:

- Increase supplier's knowledge.
- Enhance supplier relation with the company.
- Increase supplier enquiry response time.
- Ontime payment for suppliers
- Greater supplier loyalty.
- Process agility.

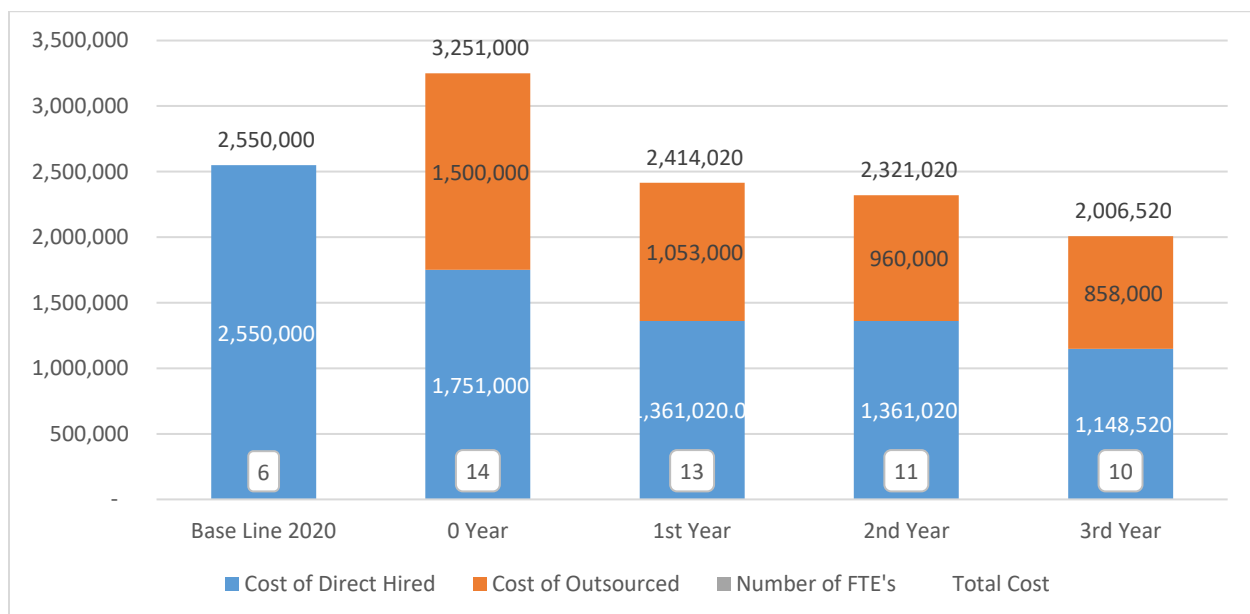
Project Charter

Project Name	Outsourcing Supplier Support			Project Sponsor	Mohammed Al Malki
Start Date	01.03.2021	End Date	30.12.2021	Project Manger	Ali Al Zahrani
Project Objective					
Improve Supplier Support processes efficiency through outsourcing to optimize resources required Improve, supplier experience and operational excellence					
Project Scope			Project Deliverables		
In Scope: - Supplier Support - Supplier invoicing and payment - Change Management to Suppliers - Supplier Training			- Develop Supplier Support knowledge base to improve supplier utilization to the company system - Develop proactive approach for on time supplier payment. - Develop change management approach / plan with all suppliers.		
Risk / Challenges			Assumptions / Dependencies		
- Supplier Acceptance. - Alignment with other Procurement projects while running the project to avoid redundant work - Procurement/ IT resources availability.			- Registration and Qualification process running in Supplier Life Cycle system - Supplier Data Readiness		
Project Working Stream			Project Milestones		
Mohammed Al Abkari Ahmed Al-Matar Haider Al-Hashem			Item	Description	Date
			1	Scope of Work	May
			2	Bidding & Contract	Aug
			3	Office Setup	Sep
			4	Go Live	Nov

Detailed Project Milestones:



Cost Analysis and Benefits



- Average Direct Hire Cost Per Year 1 FTE 425K SAR (As Per HR)
- Average Outsourced Cost per Year 1 FTE 90K SAR (As per RFB)
- Total Number of Direct Hire 6 FTE
- Total Number of Outsourced 10 FTE
- Yearly maintained cost for CC Facility and System 57K SAR

Project Communication Process

As a project manager the first thing must be done with the team is to conduct a meeting explaining the goals of and deliverable and the project. Clarify their task and what is expected to be done based on the milestones and time frame.

The strategy to maintain the communication with team is by performing regular strategy meetings for the entire team. This gives everyone an opportunity to be present while project activities and changes are being discussed and creates a level playing field by giving all team members a chance to voice ideas concerns and share status updates.

To maintain the project progress among the team we will use a project tracker tool designed through excel sheets, these sheets will be saved in internal hub to be viewable to the team all the time. Monitoring of these activities will be the project manager responsibility in a daily basis, the team will enter their update by the end of day. The design of these sheets will be linked to the task to each member of the project with time frame and progress update as described in the below table:

	Activity	Owner	Start Date	End Date	% Progress	Status
1	Market Screening & Research	Project Manager	1/3/2021	15/4/2021	100	Completed
1.1	Collect current data	Ali	1/3/2021	15/3/2021	100	Completed
1.2	Benchmark and analysis	Ahmed	15/3/2021	30/3/2021	100	Completed
1.3	Conduct Request for Budgeting (RFB)	Mohammed	30/3/2021	10/4/2021	100	Completed
1.4	Final Report	Project Manager	30/3/2021	15/4/2021	100	Completed
2	Final Scope of Work	Project Team	15/4/2021	30/7/2021	30	On Progress
2.1	Identify the project needs	Ahmed	15/4/2021	15/5/2021	30	On Progress
2.2	Completed the objectives and goals of the Project	Haider	15/5/2021	15/6/2021		
2.3	Project Scope description	Mohammed	15/6/2021	15/7/2021		
2.4	Finalize Scope of work	Haider/Mohammed	15/7/2021	30/7/2021		
3	Management Approval	Project Manager	15/7/2021	15/8/2021	0	Planned
4	Bidding & Contract Award	Mohammed	15/8/2021	30/9/2021	0	Planned
4.1	Create PR	Ahmed	15/8/2021	20/8/2021		
4.2	Communicate Scope of Work	Mohammed	20/8/2021	30/8/2021		
4.3	Conduct Technical Evaluation	Mohammed	1/9/2021	15/9/2021		
4.4	Contract Award for new supplier	Mohammed	15/9/2021	30/9/2021		
5	Space Setup & installation	Ahmed	1/9/2021	30/10/2021		Planned
5.1	Space Allocation	Ahmed	1/9/2021	30/10/2021		
5.2	Procurement bidding	Ahmed	1/9/2021	30/10/2021		
5.3	Office setup and installation	Ahmed	1/9/2021	30/10/2021		
6	IT installations and setup	Haider	1/9/2021	30/10/2021		Planned
6.1	Communicate Technical Requirement	Haider	1/9/2021	30/10/2021		

6.2	Complete system installment	Haider	1/9/2021	30/10/2021		
6.3	Conducte UAT for Contact Center help desk system	Haider	30/9/2021	30/10/2021		
6.4	Develop Training Materials	Haider/Ahmed	15/10/2021	30/10/2021		
7	Outsourcing Hired	Project Manger	15/9/2021	30/11/2021		Planned
7.1	Interview candidate	Project Manger	15/9/2021	30/9/2021		
7.2	Approved candidate listing	Project Manger	30/9/2021	5/10/2021		
7.3	Onboard Candidate to the system	Project Team	5/10/2021	25/10/2021		
7.4	Hiring and training	Project Manger/ Team	25/10/2021	30/11/2021		
8	Change Management	Project Team	10/10/2021	11/12/2021		Planned
9	Post Go-Live Support	Project Team	1/12/2021	31/12/2021		Planned
9.1	Provide Post Go-Live Training Support	Project Team	1/12/2021	5/12/2021		
9.2	Monitor Implementation & Identify further improvements	Project Team	1/12/2021	31/12/2021		
9.3	Handover Change Management Activities to concerned stakeholders	Project Team	15/12/2021	31/12/2021		
10	KPIs Monitoring	Project Team	1/12/2021	31/12/2021		Planned

This process can be improved by having a project management software such as Microsoft Project and an interactive tool would be more useful as a cloud-based system to monitor the project in a more systematic way.

Project Budget

No.	Activity	Estimated Cost 10%+ SAR
1	Market Screening	10,000.00
2	Final Scope of Work	35,000.00
3	Management Approval	-
4	Bidding & Contract Award	32,000.00
5	Space Setup & installation	180,000.00
6	IT installations and setup	127,000.00
7	Outsourcing Hired	1,026,000.00
8	Change Management	50,000.00
9	Post Go-Live Support	20,000.00
10	KPIs Monitoring	20,000.00
Total		1,500,000.00

Project Closure

For any project there is a criteria for project closure which is ensuring completing all the objectives of the projects, Benefits and Deliverables.

Each of the deliverables listed in the project should be 100% completed and ready for handover to the business for ongoing support.

Having met the completion criteria stated above, we are now ready to close the project. This section lists the actions required to formally close this project:

1. Hand over the deliverables and documentation to the respective Base Communications teams
2. Release project staff, premises, equipment and materials
3. Communicate project closure to all the stakeholders ser

Documentation during Project Closure

Project Document	Action Required
Telecommunications Infrastructure Documentation	Hand over to the Infrastructure team, the telecommunications documentation for:
	Architecture and Design
	Testing and Acceptance
	Operations
	Support
Supplier Support Services Documentation	Handover to the Supplier Support team, the procedural documentation for:
	First-line Customer Inquiries
	Second-line Technical Support
	Third-line Supplier Support
Training Activities Manuals	Hand over to the Training team, the manuals for:
	Supplier Support Training
	Telecommunications Infrastructure Training

References:

Construction Project Management: A Complete Introduction by Alison Dykstra

Project management: a systems approach to planning, scheduling, and controlling by Kerzner, H.

Project Management a Managerial Approach 8th Edition by Jack R. Meredith, Samuel J. Mantel.

[Project Charter Document 24/7 Call Center](#)

[Request for Proposal Call Center Services](#)