

Everyone's Smart University

Project (Spring 2021)

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Section	Date	Course Code
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PROJECT LEADERSHIP

Instructions:

- ☐ اخر موعد للتسليم هو يوم الخميس 20-05-2021 في تمام الساعة ٩ مساءً.
- ☐ الإجابة متاحة باللغة الإنجليزية أو اللغة العربية مع مراعاة أن تكون المصطلحات العلمية باللغة الانجليزية.
- ☐ يتم تسليم المشروع في صيغة ملف pdf مع الالتزام بنموذج 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 تقل عن ثلاث صفحات ولا تزيد عن ستة صفحات).

Instructor's Name: **Dr. Sara Adel**

The impact of communication on the results of the Occupational Health, Safety and Environment project in Saudi Post

1.0 Introductions

1.1 Summary about Saudi Post

The General Organization for Postal Services and Official Mail in Saudi Arabia, founded in 1901, the Postal Corporation at all [1] [2] Saudi Post Corporation, the most developed organization in the government sector during this period, services such as the postal address (Wasel Service) and the international address (Wasel Al-Alamiah), the universal mailing address, the universal mailing address, and the postal address in the world. The institution has been honored with many international and local awards in this field and in the same field of other fields

1.2 Summary about Occupational Health and Safety and Environment Systems

- **ISO 45001 specification:** This standard specifies requirements for an occupational health and safety management system and provides guidance for their use, to enable organizations to provide a safe and healthy work environment by preventing work-related injury and ill health, as well as by proactively improving the performance of the occupational health and safety
- **ISO 14001 specification:** This international standard specifies the requirements for an environmental management system that an organization can use to enhance its environmental performance. It is intended for use by any organization seeking to manage its environmental responsibilities in a systematic way that contributes to the environmental pillar of sustainability.

1.3 Summary about the project

Applying the two standards (the international standard for environmental management system ISO 14001: 2015 and the international standard for occupational health and safety ISO 45001: 2018 in the Saudi Post and ensuring its effectiveness and continued application and obtaining international accreditation certificates and scope of work :It includes

1. Evaluating the current situation and analyzing the gap (gap analysis) regarding the application of these two criteria.

2. Understand, define and analyze the requirements and expectations of relevant stakeholders, objectives, tasks and procedures.
3. Determine all the documents necessary for the documentation processes of the two standards, the methods and mechanism of their documentation, and the forms used in that.
4. Defining roles and responsibilities in Saudi Post to ensure the continued application of the two standards in the future.
5. Awareness and knowledge transfer in the two criteria, as indicated in the project outputs.

- Project Duration: 6 months(Start date 01/10/2021.

1.4 The Problem

The poor communication skills of the consultants of the executing company, and the frequent conflicts.

1.5 The goal of the research

Discussing the causes of poor communication between the consultants of the project executing company and the project team, Saudi Post

1.6 Final Research objectives

- 1- A systematic solution to improve the communication process between the company's advisors and the organization's team.
- 2- Developing a reference communication plan for the rest of the projects in the organization (a successful practice).
- 3- Improving the quality of project results.
- 4- Achieving the satisfaction of the internal and external stakeholders.

2.0 Previous Scientific Studies

Methods of managing communication operations for an interior design project (appendix).

3.0 Research Methodology

3.1 Descriptive Methodology

- Project communication management defines the processes needed to ensure the timely collection, generation, distribution, storage, retrieval, and destruction of project information with all stakeholders and project team members. Stakeholder identification, which occurs in the initiation phase, identifies all individuals or organizations that may be affected by the project. Communications plan How to meet stakeholder needs, as well as defining a project's communication approach. Information distribution deals with how information will be provided to project stakeholders. Manages stakeholder expectations and sets out the framework for working with stakeholders to meet their needs and address their issues (problems). The performance report deals with the process of gathering and distributing information about the performance of the project team, as well as status reports, metrics, and expectations.
- Reasons for poor communication in projects:
 1. Amount of information: Try to convey enough information to avoid over-transferring it.
 2. Difference of cultures: Meaning and interpretation may differ in different cultures
 3. Lack of objective (scientific) knowledge: Lack of shared experience can inhibit communication.
 4. Organizational climate: Reducing the difficulties associated with standing and selfishness
 5. Number of links between project teams: The more links in the communication chain mean the less likely that the message will succeed
 6. False interpretation: the sender's vision of future knowledge and his ability to understand the message
 7. Neglecting the future, the message: seeing the future and personal feelings (based on past experience) towards the sender.

3.2 Analytical Methodology

- Reasons for poor communication in the current project

The Reasons	The percentage of impact on the project results
Some project consultants lack scientific knowledge of the health, safety and environment system	% 40
Culture difference between some of the project consultants and the Saudi Post work team	%20
The large number of change decisions in the Saudi Post by the Project Management Office	%10
□ Multiple stakeholders associated with the project and differing perceptions	%10
The large number of projects in the Saudi Post, which carries some employees to manage several projects	%20
The causes and percentages were extracted through a brainstorming session with the project team	

- Signs of a poor connection impact

Number of project Deliverables	16	Number of delayed deliverables due to poor communication	3
The Deliverable	End Date	Final delivery date	penalties
Gap analysis	25 Jan 2021	10 Feb 2021	8000 SR
Policy Building	05 Feb 2021	25 Feb 2021	10000 SR
Objectives Building	25 Feb 2021	18 March 2021	12000 SR

3.3 Experimental methodology

The plan in the leadership style at the beginning of the project was based on the personality of the directing leadership, and the dependence of this type of personalities on the strength of communication with the project caused the delay process.

So the following is done:

- My personal patterns were adopted (Democracy Leadership in the training outputs of the project – Authority Leadership in the evaluation, Building and design outcomes)
- A change was made to the approved communication plan at the beginning of the project, and the following was added:
 1. Contact group via WhatsApp application.
 2. Activating remote meetings with the number of two meetings per week instead of one meeting per week.
 3. Putting three days within the time of each director to review the director before approval instead of two days.
- A change in the number of one consultant was requested by the company and another advisor was added to become the number 4 instead of 2.
- The project management team has been increased by Saudi Post from 4 employees to 13 employees distributed over 13 regions in the Kingdom of Saudi Arabia.
- Two remote sessions were conducted for all work teams of Saudi Post about the ISO and its requirements to enhance communication and speed of response and decision-making.
- A meeting was held with the project management to study the reasons for the large number of decisions they have, and it was agreed to remove the project from any future decisions as it is a consultative project and not an engineering or technical project

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- A delegation of powers plan was developed as follows:

The Function	The Delegations
Project Sponsor	Final approval
Project Owner	Final approval
Project Manager	• Initial approval of outputs • Ongoing review
The consultants of the executing company	Consultant
Saudi Post Team	A review of the pre-delivery outputs according to the review form
POM	• Update project progress • Support in the event that the implementing company delays delivery by applying the fines system

4.0 The Results

The results were as follows:

Deliver the output	95% on time commitment 12 exits have been delivered so far	5% is the acceptable percentage from the Project Management Office according to its policy
Quality of Outputs	Significant improvement Research the PMO evaluation of the project increased from 66% to 89%	
The variance	Improvement from 14% to 3%	

Project progress percentage	66% (-3%)
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5.0 The Reverences

- 1- The project of implementing the occupational safety and health system and environmental regulations in the Saudi Post Corporation.
- 2- A scientific study entitled Methods of Communication Operations Management for an Interior Design Project.

6.0 Appendix

- رابط الدراسة العلمية :

<https://1drv.ms/w/s!At4qyNXfRU4yiWddDcRiweJvAC4S?e=fF40xU>

- رابط خطة المشروع :

<https://1drv.ms/b/s!At4qyNXfRU4yiWkxmyUqfB6VtSC9?e=nraioi>

- نبذة عن المشروع :

<https://1drv.ms/p/s!At4qyNXfRU4yiWrj5fKnEvBuJRiW?e=vOFzaF>