



جامعة الجميع الذكية  
EVERYONE'S SMART UNIVERSITY

## Everyone's Smart University

### Project (Spring 2021)

|              |               |               |
|--------------|---------------|---------------|
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Section

Master

Date

Thursday

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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 الانجليزية.
- 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 line spacing 1.5
- 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. سيتمكنون 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..

# Coffee shop project

## INTRODUCTION

The Saudi Arabian coffee market is expected to show significant growth in the forecast period. Factors such as a rapidly growing population, changing corporate culture, coupled with growing demand from young people in line with the coffee culture trend, and that would drive the coffee market in the country in the future, while the economy in Saudi Arabia has suffered major economic setbacks or obstacles years ago due to the volatility of crude oil prices and the tensions in world trade, the demand for coffee has increased due to the growing consumer interest in specific coffee that offers high prices with quality ingredients and multiple flavors.

In the coffee shop industry, we witnessed such marvelous growth here in Saudi Arabia, where it has shown huge interest particularly in coffee, and for that Saudi hosted the world's largest gathering of coffee and chocolate enthusiasts at recently concluded second middle east coffee conference, and it was held in conjunction with the 6<sup>th</sup> international coffee and chocolate exhibition.

“Because of the kingdom's thriving coffee business, the Middle East Coffee Conference and the International Coffee and Chocolate Exhibition were both huge successes, hosting more visitors than in previous editions,” said Suman Shenoy, Communications Director, Heights, organizers of the events, which will have smaller versions that will take place in Jeddah and Al Khobar in February and March, respectively. [1]

And as you see to begin a successful investment, to reach positive results, a company's activities start with planning. Planning is an essential part of management as it enables one to anticipate the company's goals, expected results, and the resources needed to achieve the planned goals. the future of the company and provides answers to the following questions: What market will the company be in? Who will be the main competitor? how the competition will be implemented; What values can the organization offer potential consumers? How A key element of the planning process within the management system is the creation of a business plan.

A business plan is a document that reflects new aspects of a future organization and considers the likely problems that a company may encounter. also takes into account the effectiveness of the decisions made according to the planned actions. A pre-made business plan will help answer the question of whether it is worth investing money in this business project. The business plan is relevant to the company as it allows the

entrepreneur to plan and optimize their resources in order to achieve the best financial result for the company.

And to open a coffee shop, you have to maintain few elements and qualifications in order to come up with a good plan, and we all know coffee shop needs a detailed project management plan. With a detailed project plan, the transaction can be executed and completed. The project plan contains all the outputs required during the development and implementation of the project. In addition, the plan provides some alternatives that will improve project performance if the identified process fails. You must have all the necessary resources for the project to succeed. The availability of resources will seamlessly increase the adoption rate. The new measures will lead to the full development of successful coffee shop.

This final qualification work's purpose is "Development of a business plan for the opening of "Fit-Sweet cafe-confectionery". The company whose products are intended to be fundamentally different from the competitors, will be operating in Lisbon. Within the implementation of the project, it is planned to satisfy the needs of Lisbon residents in diet desserts made of organic products. Regulatory legal acts of Portugal and scientific and educational literature were used to write the final qualifying work. For developing a business plan of the company and doing the correct investment in the future development of the cafe, the micro and macro environments were studied, the internal and competitive analysis were conducted. Based on the analysis, a strategic and marketing plan was drawn up. While conducting the business plan project for a dietary food enterprise the theoretical foundations of business planning were analyzed benefits of that kind business and options for its support identified; the activities aimed at the development of a cafe-confectionery / coffee shop were developed. The cafe will act as an individual entrepreneur, creating 8 jobs, payback period is 3 years. The main criteria for the selection of personnel are high qualifications in their field, accuracy, sociability. The primary sources of finance are own funds and borrowed capital. The main success factor is unique products: dietary, organic desserts high in protein which are currently practically absent on the market. [2]

I was assigned as a project manager to one project of the coffee shops projects, the new investors here in Saudi agreed to one of the organizations proposals, which was a coffee shop located in the north of Riyadh offering high standard coffees as lattes, espresso, macchiatos, also simple meals, and TCP merchandise and other dinks such as tea, mint, and as well as shots of flavors and a selection of milk alternatives, in achieving it's goal to provide great coffee with a cause of becoming the only place which maintain these high standards, and a part of the project is donate amount of the profit to a charity from the customer's choosing also from the TCP merchandise profits, the project is in the planning phase, and for any project the planning phase considered to be one of the most important phases of the life cycle of the any project (PLC), and planning is a critical phase, where it can guide teams and stakeholders through the project also help them identify objectives and the future risks that might occur, and a

good plan means less changes being implemented which leads us to less time consumption, and less resources wasting.

## LITERATURE REVIEW

It would not matter what is the size of the project is, the description of every job should be defined clearly to an extent that no employee has any doubts regarding what they do in their jobs. Every employee needs to be completely aware what their role is, and the tasks their jobs essentially entail. This ensures everyone is absolutely certain what tasks every person should complete and be involved in. A RACI Matrix is essentially a matrix of activities which helps assign decisions to the specific decision-making authorities. Essentially, every work stream is broken down into tasks or subtasks and these are then inputted into the matrix. It is also a charting system; it illustrates the goal of each task within the organization and the action that is needed to be performed by each individual. In the long run, it massively helps each employee to not only understand his/responsibility but also, the responsibilities of everyone working inside the organization too. What this does is, it helps to reduce the confusion in the expectations which in turn helps decisions to be carried out faster thus ensuring project efficiency. 7 In such a context, quicker decisions are made, there is clarity, and the distribution of the workload is close to even if not fully even. [4]

Everyone has some process role in their job, and clarify it more it will have 4 roles for everyone in the team such as:

**Responsible** is project team member(s) who really responsible for doing and completing the task.

**Accountable** is project team member who is finally accountable for the activity or decision. There is must be only one accountable per activity or action.

**Consultant** is project team member(s) that is referred to before taking final decision or action. And it is two-way communication.

**Informed** is project team member(s) who wants to be knowledgeable after a decision or action is taken. It is a one-way communication [3]

## METHODOLOGY

I will create WBS for every activity in this project, helping us to organize these tasks and whom responsible for them.

After, I will talk about how to plan this project in the best way possible and to clarify how important it is to use a specific tools in project management such as RACI matrix, this technique or tool helps you identify activities and tasks and responsibilities or roles in the project, this matrix enable project managers to make decisions, about assigning every task to whom, also enable them to discuss the linked tasks among the team and how one task could depends on the other to utilize the team to accomplish their tasks, in order to deliver the best product.

## RESULTS AND DISCUSSION

At first I created WBS that include all the activities and requirements to be done by each department, and all tasks in one chart to be easier to track and to know which department will be responsible for which task.

| Task                                                                                    | start date | end Date   | Who is responsible                                                                         |
|-----------------------------------------------------------------------------------------|------------|------------|--------------------------------------------------------------------------------------------|
| Project announcement and assignment                                                     | 2/15/2022  | 12/20/2022 | Budget, management, executive teams                                                        |
| Petra Coffee shop meeting announcement                                                  | 2/15/2022  | 12/15/2022 | Departmental Petra Coffee shop meeting to make announcement for restructure/reorganization |
| Employee evaluation and reassignment                                                    | 2/21/2022  | 3/21/2022  | Policy/member services with management and HR                                              |
| IT/ Configuration upgrade systems                                                       | 2/15/2022  | 3/18/2022  | Technical support, configuration, IT                                                       |
| Interior decorating and staging new areas                                               | 3/1/2022   | 3/15/2022  | Design and human resource                                                                  |
| Meet with stakeholders. Write project plan including communication, change              | 3/5/2016   | 3/5/2022   | Executive department, stakeholders, management                                             |
| Management and risk management plans                                                    | 2/25/2022  | 3/25/2022  | Risk management                                                                            |
| Handover areas of accountability                                                        | 2/16/2022  | 5/16/2022  | Executive, management, HR, talent advisories                                               |
| Training update, certification, management, ready to implement new goals and objectives | 2/15/2022  | 12/15/2022 | Human resources                                                                            |
| New division/ departments created                                                       | 2/17/2022  | 12/17/2022 | Management, services teams, supervision                                                    |
| Update project plans                                                                    | 12/1/2022  | 12/1/2022  | Executive department, stakeholders, management                                             |
| Provide performance report                                                              | 2/15/2022  | 12/15/2022 | Department management                                                                      |
| Formalize the conclusion of project                                                     | 12/28/2022 | 12/15/2022 | Executive department, leadership team for organization project                             |
| Budget meeting to confirm stats and budget                                              | 1/1/2022   | 12/1/2022  | Executive department, leadership team for organization project                             |
| New hire/ surveillance, training, reorganizing positions                                | 1/1/2022   | 12/1/2022  | Human resource and talent manager                                                          |
| Department board update                                                                 | 2/1/2022   | 12/1/2022  | Executive, department, leadership team for                                                 |

The matrix above is not real but it was built on hypothetical information.

As you see in the chart every column was assigned for a feature the first was tasks where the activities of the project.

The second is the start date which means when should this task start.

The third is the finishing or the ending date.

The forth is which department is responsible for this task.

As you see in the first table you can notice that more than one team was assigned to one task which create man power also more expertise around the task. Which lead us to quality in the deliverables we will receive in the end of every date here.

Then I created a RACI matrix to make the plan more easier to track and to hold members accountable for the assigned tasks.

|                                |                              | ROLES                |       |      |        |        |              |        |             |      |         |                 |      |      |       |      |
|--------------------------------|------------------------------|----------------------|-------|------|--------|--------|--------------|--------|-------------|------|---------|-----------------|------|------|-------|------|
|                                |                              | Sponsor              | Manal | Joza | Khalid | Faisal | Project Team | Hadeel | abduImuhsen | Nora | ebrahim | Consultant      | Aziz | Mona | Nawaf | Sara |
| Deliverable or Task            | Status                       | Sponsor / Leadership |       |      |        |        | Project Team |        |             |      |         | Other Resources |      |      |       |      |
| Phase 1                        |                              |                      |       |      |        |        |              |        |             |      |         |                 |      |      |       |      |
|                                | creat project charter        | A                    | R     |      |        |        | I            |        |             |      |         |                 |      |      |       |      |
|                                | develop business case        | A                    |       | R    |        |        | I            |        |             |      |         |                 |      |      |       |      |
| Phase 2                        |                              |                      |       |      |        |        |              |        |             |      |         |                 |      |      |       |      |
|                                | build deliverables           | C                    | I     |      |        |        | A            | R      |             |      |         |                 |      |      |       |      |
|                                | creat reports                |                      | I     |      |        |        | A            |        | R           |      |         |                 |      |      |       |      |
| Phase 3                        |                              |                      |       |      |        |        |              |        |             |      |         |                 |      |      |       |      |
|                                | perform change management    |                      | I     |      |        |        | A            | I      |             | R    |         | C               |      |      |       |      |
|                                | monitor and report back      |                      | I     |      |        |        | A            | I      | R           |      |         | C               |      |      |       |      |
| Phase 4                        |                              |                      |       |      |        |        |              |        |             |      |         |                 |      |      |       |      |
|                                | creat lessons learned        |                      |       | I    |        |        | A            | R      |             |      |         |                 | C    |      |       |      |
|                                | creat project closour report |                      |       | I    |        |        | A            |        | R           |      |         |                 |      |      |       |      |
| Insert new rows above this one |                              |                      |       |      |        |        |              |        |             |      |         |                 |      |      |       |      |

Insert new rows above this one

|   |             |                                                                                                 |
|---|-------------|-------------------------------------------------------------------------------------------------|
| D | Driver      | Assists those who are responsible for a task.                                                   |
| R | Responsible | Assigned to complete the task or deliverable.                                                   |
| A | Accountable | Has final decision-making authority and accountability for completion. Only 1 per task.         |
| S | Support     | Provides support during implementation.                                                         |
| C | Consulted   | An adviser, stakeholder, or subject matter expert who is consulted before a decision or action. |
| I | Informed    | Must be informed after a decision or action.                                                    |

The matrix above is not real but it was built on hypothetical information.

As you see we have group of names above the chart, and every name goes under role category like sponsors, team members, consultants.

And then phases were arranged as phase one – two – three – four

As planning phase and execution phase and the monitoring phase also the closing phase, and their tasks were arranged under them and assigned to the members we mentioned before.

As results for this matrix it needed to be adjusted, more precise or accurate, it needed to be inclusive with more details such as big tasks breaking to small tasks which are readily enabled by the use of RACI but as we see in the matrix it could delivered a real benefit to the project but the goal of this research was to use the matrix to it's fullest to drive benefits and productivities to all sections of the project.

the key for such success, was by making the time and effort to create a customized PLC/RACI for each significant project create an opportunity to design this project management process for project success, to work on these elements both to bring the best of the project without neglecting one of the two tools (PLC/RACI).

## References

- 1- International Coffee and Chocolate Exhibition

<https://coffeechoco-expo.com/en>

- 2- Development of business plan for the opening of dietic shop “fit-sweet”
- 3- International Journal of Advanced Research in Computer Science and Software Engineering
- 4- Internship Report on “The RACI Matrix and its implications: A case of Unilever”

