

Everyone's Smart University

Project (Spring 2021)

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Section

Master

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Advanced project Management

Instructions:

- اخر موعد للتسليم هو يوم الخميس 20-05-2021 في تمام الساعة 9 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. سيكون 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 الإجراءات 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.



Royal Mail



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I plan to meet the members of my team weekly to develop a new employee recruitment and selection procedure, through a regular meeting where they can easily communicate with each other openly as well as with me as regards progress, problems and questions they face. In addition, I would manage a further line of communication for my team members, which would facilitate the direct discussion of deliverables through a quick formal and informal chat. In addition, it would motivate the team member to be more valued and very profitable to boost their productions by giving importance to their team members during the hiring process.

Finally, I would like to give team members feedback on their achievements to make it clear whether they are on the right path. Improving self-confidence and motivation would be helpful.

1. Purpose, scope, and objectives of Project

Purpose:

The Royal Mail Group is a British postal and courier service multinational company, originally set up as a government department in 1517 which handles Royal letter, mails and parcels worldwide. A global logistics company named General Logistics Services is subordinate company of Royal Mail Group.

Scope:

Royal Mail is ranked as the leading delivery company in the United Kingdom and throughout Europe. Our commitment is also to manage our impact on the world and to maintain positive relations with our customers, staff, communities and our environment responsibly.

The Royal Mail aims generally to deliver first-class products across the country on the next business day (Gourvish and Daunton, 1987). The Royal Mail has been a public service, a government service or public entity for most of its history.

Objectives:

- ◆ Providing the nation with reliable, affordable, and universal postal services.
- ◆ Connecting the nation through the individual correspondence, education, literacy, and business.
- ◆ Providing employers in all areas with swift, reliable and effective services and providing postal services for all communities

2. Outline of the project

I would use the Tuckman model to develop team standards and cohesion as project manager at Royal Mail. Standards usually guide the project team's activities, including setting behaviour, attitude and performance standards (Rickards and Moger, 2000). Standards only apply if the team members

accept them. Effective teamwork refers to the extent to which people are drawn to a group and how they are motivated to stay in the team. Highly coherent teams consist of members whose membership is valued and who engage in the activities of the team.

Assigning outline of the project to the team includes

- Giving my project outline.
- Describing the project.
- Defining the scope and goals of the project.
- Giving an overview.
- Presenting the progress.
- Looking at attention areas.
- Setting a timeline.
- Working on assignments.
- Assigning roles, responsibilities, time frames and planned methods to the individuals to complete the task.

I will make sure that each member has the opportunity as project manager for Royal Mail to ask questions so that they can know what they need to do and what their members of their team need to do to avoid doubling the work.

3. Communication with the team members

Critical thinking is necessary to communicate with team members from diverse backgrounds within an organisation. This communication between the team members contributes to the different aspects of the business process. Confidence is the key element for every company's success. (Gourvish and Daunton, 1987). This confidence may be achieved if a member of the team is not threatened or evaluated and is accepted in the environment. To communicate and share commercial values between culturally diverse members of the team helps to reduce hesitation, unrest and reluctance.

It is important to be flexible and always open in situations that are unfamiliar to communicate effectively with persons from diverse backgrounds. As a project manager for Royal Mail, I need to be vigilant in communicating with such people and seek to understand the protocols of different cultural groups. I must also be ready to study and to adapt and be consistent and reliable. As a project manager, it is necessary for me to try to speak clearly and slowly, if necessary, but not to yell or to treat others as if they do not understand. I should not treat other people as though they are unintelligent if there are difficult communications with people from other cultures.

4. Tools used to monitor the goals

Suitable tools include computers, printers, internet and telephones. The tools are the following for the project:

Computers

Especially for each team member, desktops and laptops are required. It supports communication and preparation of reports.

Printers

It is necessary for printing reports and other documents. This is because it is not easy to read some mails and documents as soft copies.

Internet facilities

This requires information and ideas to be shared. It will also make monitoring and supervising of work easier.

Telephone

The communication and consultation processes will be facilitated.

Mail and distribution system

For the project, this is important to track mail and to maintain mail delivery records.

Copier

Documents are copied and a copier is required.

5. Project milestones and activities

Objective of the Project

The development at Royal Mail, implemented in three months from 1 June 2021, will be a new process of recruitment and selection.

Activities:

The process of recruitment includes sourcing and arranging interviews candidates Then a selection process will take place.

Royally Mail has been working on recruiting new staff and selection:

- Identification of vacancy at Royal Mail
- Preparation of job description
- Vacancy advertising

- Application to work at Royal Mail
- Applications for job application
- Interviewing applicants
- Choosing the best applicant with their skills, possibilities and jobs.
- Submit an offer letter and invite them for induction to the right candidates.

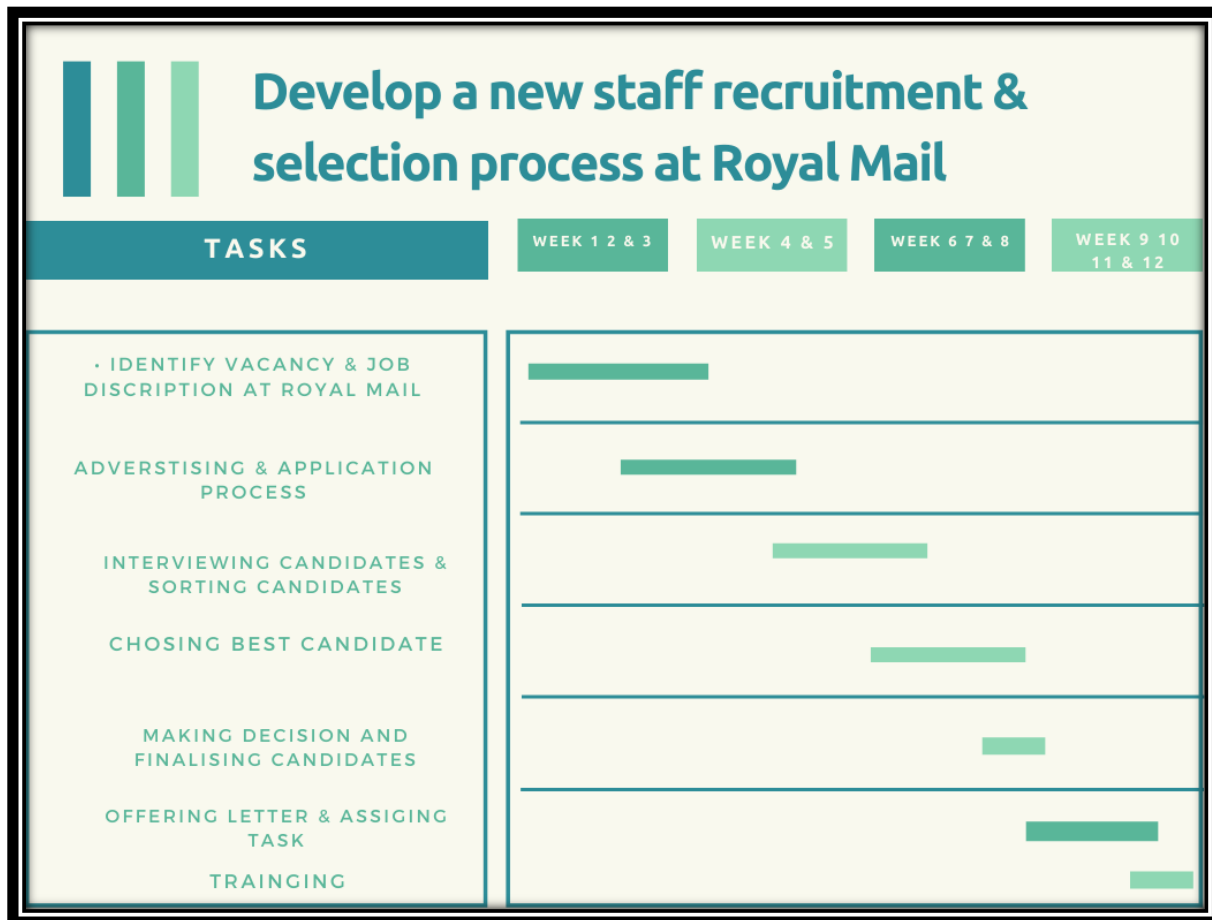


Figure 01: Gantt chart illustrating development of new stall recruitment & selection process

6. Project Budget

The budget for Royal Mail recruitment and selection includes all allowances that the existing staff would be granted to carry out the work. Interviewer's panel costs, work contracts, mail, salaries, hardware and software training needed to do the job. (Adafin, Rotimi and Wilkinson, 2018). Transportation and fuel costs may be included in the allowances. We also need to take into account the cost of purchasing new royal mail computers and accessories.

General Expenditures

Allowances	\$10,000
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Transport/travelling	\$6,000
<u>Equipment's:</u>	
Desktop	\$40,000
Laptops	\$80,000
Printer	\$3,000
Copier	\$5,000
Internet services	\$10,000
Telephone	\$10,000
<u>Total:</u>	\$164,000

7. Division of tasks and resources amongst project team

I would establish a team based on members' opportunities and their ideas and various opinions as a Project Manager in Royal Mail. Teams bring innovation to projects because they have a wide range of experience, ideas, and styles of thinking, creativity and skills. (Braun, Kozlowski, Brown and DeShon, 2020). I would consult people in the project to help me:

- Senior management
- HR manager
- Admin staff
- The project teams
- Accounts department

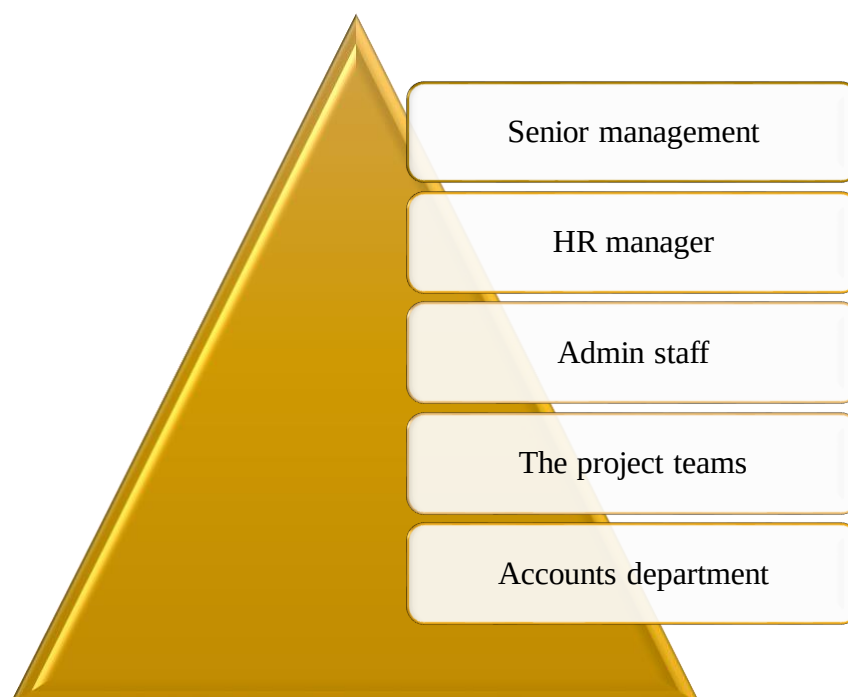


Figure 2: Hierarchy of division of resources

Senior Management: I will ask the stakeholders about their interest in this recruitment process and the selection process. I'm going to collect budget details and schedules. I can also get information on resources and the allocation of workers to this project. I must also consult them on the proposal and on the approval process.

H.R manager: The recruitment plans and candidate selections will give me advice. They also help me write job descriptions, key section criteria, monitor and assess team performance. They will also help me in every law.

Accounts & Finance: I can help with the budget and how to maintain it through the accounts and financial department staff. They might assist me with project costs.

The project and admin team: The team members can help with their expertise and help with the documentation and analysis of administrative processes.

8. Monitoring the progress of project

I shall monitor progress based on the finances of the project, resources use, and quality as project manager at Royal Mail. Follow-up will enable me to quickly identify possible problems so I can plan. I will request progress reports on human resource management that include details of the recruitment and selection process. This report will also contain details of the issues, resources used and required when budgets and timetables are met. I'm also going to informally ask them how they do. I would also organise meetings to allow them to ask questions and provide assistance. I will soon be able to know whether any Member has difficulties completing tasks. If resources are finished, I shall arrange them as acquired.

I'm going to keep an excellent budget workbook. Revenue, buying, charges, bills, etc. This job will be for accountants, and I will need them to document and report to enable me to monitor it easily.

Using this method, I can track and see the projects clearly. This, I think, is the best procedure because it is documented, and everyone can access it and monitor the project accurately.

9. Maintenance of project records

Throughout the project, I would establish and maintain a microfilm record keeping system at Royal Mail. The reasons that I use this system and believe it to be superior are:

- It drastically reduces the size of the image, requiring less storage space
- It is an extremely reliable medium for storing documents
- It does not react to heat or moisture
- Document conversion is simple and inexpensive; and

- It is ideal for storing documents that you no longer use on a regular basis.

This system would be used for the project because there will be a lot of supporting documentation showing what was done, changed, and ignored. It will also include numerous charts and diagrams of the new system's implementation. This conversion method makes it simple to save any drawings/plans. (Gichohi, 2019)

In addition, as the project management team's leader, I will obtain sign-off on critical documents. I would create a cover sheet for important documentation that provides a brief overview of the project and its members, and then simply sign off on it.

10. Procedure for finalizing the project

I will determine whether the plan has been finalized and concluded, the target and goal has been confirmed, research required by the project has been completed, the allocation of staff has been achieved with their responsibilities assigned. Furthermore i met to the experts, reviewed the needs of stakeholders and examined the strategy and scheme of accomplishment and implementation.

I will also ensure that the necessary project management tools are in place, that realistic time frames have been established, and that the necessary resources and budget to accommodate them are available. I will make certain that each step of the plan is clear and that each component is realised.

When a project plan is formally accepted and approved by the project sponsor and other stakeholders, it is considered completed. Final approval is indicated by signatures on the project plan document.

11. Legislation affecting the project

Under Anti-discrimination act of 1977, Employers who discriminate workers and work seekers, or who encourage discrimination and abuse to exist within their organisations, are breaking federal and state laws. Being a manager of the project, I would enhance the recruitment and development process of my organization and are prohibited from discriminating job applicants and employees based on their age, race, gender, nationality etc.

The Workers Health and Safety (WHS) Act of 2001 set up substructure for the protection of health of the employees and workers at workplace, for their safety and for their welfare. It also in demn the safety and health of anyone else who can get effected.

During managing any project safety and health must be reviewed at each and every step and stage of the project because they are really important. However, at the beginning of the project, when risk is being assessed, health and safety measures are more emphasized so that it may reduce other associated risks. As a result, consideration should be given at all stages of the project's implementation.

Objectives of Safety Legislation:

- To minimize safety risks
- Managing risk for workers
- Settling safety/health disputes
- Securing protection for employees in the workplace
- Ensuring that employers implement appropriate health and safety-related mitigation systems

References

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