



جامعة الجميع الذكية
EVERYONE'S SMART UNIVERSITY

Everyone's Smart University

Project (Spring 2021)

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Section

Course

Code

Thursday

Date

Master

(PMG506)

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Advanced project Management

Instructions:

- اخر موعد للتسليم هو يوم الخميس 2021-05-29 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 1.5 line spacing

• عدد صفحات البحث (لا يقل عن ثلاث صفحات ولا يزيد عن ست صفحات).

Instructor's Name: ~~Eng. Amaal Aburumman~~ **Eng. Dr. Akram M. S. Ali**

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~~ **ONE** 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~~ **احد** 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 موازنة 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..

OD project, TAMER Group Insurance Department IND

1. Introduction

Project Management functions and activities play a vital role in every organization success regardless to its size and business nature. It ensures proper planning and controlling of what can be provided or delivered, in proper time, at most visible cost. In another words, Project management is the process of leading the work of a team to achieve goals and meet success criteria at a specified time. The primary challenge of project management is to achieve all of the project goals within the given constraints.[1]

Over the last 95 years, the group has significantly grown and expanded its operations to cover more 50 locations in Saudi Arabia and MENA countries. Where this expansion resulted in high number of pharmaceutical and medical goods mainly to be moved all over the world.

From an insurance point of view, the size of business could be profitable considering business size and nature. However, without proper controlling of arising risks, this could have negative impact on the group risk reputation over the insurance market and result in increasing insurance premiums and limitation of cover.

This research spots out an organizational development project over the insurance and risk department in Tamer Group, one of the leading healthcare, beauty care, prestige products, and fast-moving consumer goods company. Where most of its operational risk arise from logistics and warehouse management functions.

1.1. Project scope:

To study and develop an internal and external procures and protocols related to all insurance department functions for the purpose of improving department efficiency and enhancing functions-related outcomes. The project is sat to be initiated on 15/12/2018 and to be completed by 01/12/2019 with expected minimum outcomes of:

- 1- Increase corporate awareness about operational risks and insurance policies limitations.
- 2- Reduce claims provision by 70%
- 3- Gain renewal premium by maximum inflation of 5%

1.2. Project purpose:

addressed Issues that need to be rectified through this project:

- 1- loss of claims
- 2- Long time for shipment declaration
- 3- Inaccurate properties data
- 4- Suffering from Underinsurance
- 5- Lack of since of responsibilities

1.3. Project Plan

- 1- Recruitment of new skilled professional
- 2- Clear existing damages and claims
- 3- Conduct awareness programs for concerned departments.
- 4- Outline new procedures for handling insurance related tasks.
- 5- Outline SLAs with external parties
- 6- Design and test new WMS and SCMS
- 7- Present and project outcomes to board members.

2. Literature Review

Before reforms insurance industry in Saudi Arabia was scattered, unstructured, uncontrolled, unguided and unmonitored. The customers were at the mercy of the insurers who very often tend to fail in payment of insured claims. Many times in case of big claims the insurance companies declared themselves insolvent and closed. The government of Saudi Arabia realizing the importance of the existence of a dynamic insurance industry for economic growth decided to standardize the insurance activities in Saudi Arabia. As a result following regulation was passed "The core legislation pertaining to insurance market regulation and control is the Cooperative Insurance Companies Control Law promulgated by Royal Decree No. M/32 dated 17.05.1405H (Cooperative Insurance Companies Control Law)". The first step in this direction was assigning the Saudi Arabian Monetary Agency (SAMA) the authority as regulator of insurance activities in Saudi Arabia. This legislation is supported by and amplified by Implementing Rules to the Cooperative Insurance Companies Control Law promulgated by Royal Decree No M/32, (Implementing Rules) published by SAMA. To better focus on the market activities the regulatory responsibilities of health insurance was assigned to Council of Cooperative Health Insurance (CCHI). Regulations regarding compulsory health insurance are contained in the Cooperative Health Insurance Law promulgated by Royal Decree No M/10 dated 01.05.1402H (Cooperative Health Insurance Law). The following section presents a brief about the functioning of both the regulatory bodies.[2]

3. Methodology

The most important policies in terms of its impact toward group sustainability and profitability are the Marine and Fire policies. they cover risks that arise from importing, exporting, distributing, and storing all types of goods related to business. Eventually, previous attempts were carried by department officials to improve corporate risk and reduce insurance premiums paid over the years. The main course of actions were:

- 1- Recruitment of new skilled professional
A new skilled member was induced to IND who came from insurance brokerage industry, assigned as insurance supervisor reporting insurance and risk manager. Who's main goal was to review existing policies and analyze and risk/mistake with workflow for SC and WHM
- 2- Clear existing damages and claims

Weekly meeting was conducted with insurance company in Parlier with concerned department (SC and WHM) to review and workout all existing damages to close their claim files. This task has been carries 6 months. Including field surveys and risk assessment across all group branches and warehouses

- 3- Conduct awareness programs for concerned departments.
In coordination with our insurance partners, five sessions were carried addressed to teams working in SC and WHM across the group branches.
- 4- Outline new procedures for handling insurance related tasks.
- 5- Outline SLAs with external partis
- 6- Design and test new WMS and SCMS
Upon drawing protocols outlines, new system project was carries by PMO to develop new warehouse management system that assures complete integration with all operations related department.
- 7- Present and project outcomes to board members.

Task no	Concerned Department
1- Recruitment of new skilled professional	HR
2- Clear existing damages and claims	IND
3- Conduct awareness programs for concerned departments.	IND
4- Outline new procedures for handling insurance related tasks.	IND, SC, WHM
5- Outline SLAs with external partis	IND
6- Design and test new WMS and SCMS	IND, SC, WHM
7- Present and project outcomes to board members.	IND

4. Results / Discussion

- a. Improved organization efficiency.
By reducing response time to potential operational risks and increase awareness across concerned parties in relation to procedures and protocols.
- b. Improved relationships with external parties (insurance companies)
Improved practices and professionalism across the company employees improved our relationship with insurance companies resulting from lower claim ratio and improved commitment to policies warranties.
- c. Opportunity to improve risk management for the future business expansion.
Reducing claims provision open the road for streamlining workflow and allowed for development of new WHMS which is considered a milestone in business expansion and opportunity for future growth.
- d. Enhance corporate reputation within market.
Resulting from improved policy performance, and lower loss ratio, corporate image has been enhanced which give us the upper leverage at the time of policy renewal with competitive rates being quoted and enhanced reputation in reinsurance market.
- e. Reduced claim rejection ratio.

Reduced claims and losses along with enhanced claim provision, has led to lower claim ratio and maintained stable policy performance.

- f. Reduce employee turnover and increased rotation efficiency.

Workload and intensity has been reduced due to automation of most insurance related functions across various departments which led to creative and more stable work environment and reduced employees turnover within IND

5. References

1. (2003). PMP Project Management Professional Study Guide. McGraw-Hill Professional, 2003. ISBN 0-07-223062-2 p.354.
2. (2011). Analysis of the Impact of Reforms on Insurance Industry of Saudi Arabia. Dr. Zaid Ahmad Ansari