



جامعة الجميع الذكية
EVERYONE'S SMART UNIVERSITY

Everyone's Smart University

Project (Spring 2021)

Student Name	Sultan Mani Al Mani	اسم الطالب
Students I.D	2021200210	الرقم الجامعي

Section

Code

Master

(PMG506)

Thursday

Date

18 / 03 / 2021.

Course

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 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. سيكون 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..

Communication with Restaurant's Team

1. Introduction:

I have a restaurant in Riyadh, the restaurant is about making special dishes. I'm the restaurant project manager. I'm responsible for supervising and leading the restaurant project. The restaurant Manager job description should begin with an attractive, eye-catching introduction. The goal of a restaurant is to produce high-quality meals and the best service to clients while staying within food and labor costs so that the process can make a profit. This goal can only be done with the cooperation and support of all of the team. A restaurant succeeds only when the workers form a working team. When groups get together to solve a problem, they become more creative and flexible. All members of the team have a role in making the customers' experience unforgettable. The objective of this research is to show the effect of communication in projects.

2. Literature Review:

Management and organizational psychology researchers studied teamwork and team effectiveness in detail and increased various assessment devices (e.g., surveys and experimental study of teams) for measuring such teamwork results as the quality of services given, client satisfaction, and the performance of organizational processes (Bishop, Scott, & Burroughs, 2000; Brannick & Prince, 1997; Cohen & Bailey, 1997; Hackman, 1990; Mathieu, Gilson, & Ruddy, 2006) [1]. The powerful framework for estimating team effectiveness, in these studies was an input-process-output (IPO) model (Guzzo & Shea, 1992; Guzzo, 1995; McGrath, 1984) [2]. Input variables involve team composition (e.g., personality and expertise), organizational context (e.g., culture and reward structure), and task features (e.g., autonomy and interdependence). Communication it is a common and nature thing and nothing can done without communication regardless the way of communication. Communication is a vital part of our daily routines [3]. Most teamwork researchers (Brannick & Prince, 1997; Cohen & Bailey, 1997; Guzzo & Shea, 1992; Hackman, 1990) agree that team results should be studied in three main dimensions:

1. Performance (e.g., quality and quantity of outputs),
2. Member attitudes (e.g., satisfaction), and
3. Member behaviors (e.g., personal growth and turnover) [4].

Sundstrom et al., (2000) placed over 20 results studied in the 1980s and 1990s that may broadly be divided into the above three dimensions. The estimate of team processes may be as significant as the assessment of the team results (Cohen & Bailey, 1997; Hackman, 1990) [5]. Team outcome measures are more direct measures of performance, but the estimate of team processes surely add to the knowledge of team effectiveness and provide team members feedback on how to develop themselves (Cohen & Bailey, 1997; Hackman, 1990) [5].

3. Methodology:

Using several tools are helpful, I used RACI matrix to help me in my project. In addition, the data shown here were gathered first hand by watching the team in its work circumstances. I spent much time with the team (e.g., team conferences and performances) and finished my observations with data from discussions with the workers and other leaders. Since the team (or group) dynamics are set in the organization (Hackman, 1990), understanding the team in its circumstances and terms should be more meaningful.

4. Results and discussion:

Using RACI matrix to show the responsibility of each team member to communicate with all team member and stakeholder in this project.

	Finishing government documents	Communication with clients	Communication with supplier	Communication with delivery team
Sultan	R,A	I		
Sara		R,A		A
Nora			A	
Khaled			R	
Mohammed				R

R: Responsible, **A:** Accountable, **C:** Consulted, **I:** Informed

The following table shows the communication method:

Sender	Receiver	Information	Communication Type	Medium	Frequency
Sultan	Project Team	Project starting	Kick off meeting	Call conference	Once
Sultan	Restaurant Team	Project statues	Team member meeting	Face to face E-mail	Wekley
Mohammed	Sara	Delivery plan statues	Teammeeting	E-mail	Monthly
Khaled	Nora & Sultan	Material and suppling statues	Project Statues Report	call presentation	Weekly

4.1. Effectiveness Results

The team's effectiveness is examined in three parts below:

Performance, attitudinal and behavioral results.

4.2. Performance Results:

The team's purposes and objectives were more concerned with process variables; the team members wanted their teamwork to include helping others, listening to partners, and cooperating. However, they did not set up team financial performance purposes such as food price and profitability.

4.3. Attitudinal Outcomes:

The team members did not have difficulty with their socialization and friendship behaviors. I did not observe any disputes in their meetings and services of the restaurant. Everybody was aware of his or her responsibilities and ready to help each other.

4.4. Behavioral Outcomes:

The team members achieved personal growth. Though the instructor and education partners were around for help, the group members practiced their management experiences. In the second step, they became more confident in their responsibilities and used their leadership abilities in working with others. The team members pointed back up behaviors for each other (e.g., providing paperwork for a busy team member). Because Nate was incapable of attending the second round of their performance,

other team members worked harder to be able to lead effectively. Cohen and Bailey's (1997) heuristic model was discovered to be very important in assessing the effectiveness of a service team because it takes not only team performance results but also team processes and psychological characteristics.

5. References:

- [1] Bishop, J. W., Scott, K. D., & Burroughs, S. M. (2000). Support, commitment, and employee outcomes in a team environment. *Journal of Management*, 26 (6), 1113–1132.
- [2] Guzzo, R. A. & Shea, G. P. (1992). Group performance and intergroup relations in organizations. In M. D. Dunnette and L. M. Hough, eds., *Handbook of Industrial and Organizational Psychology*, 3, (pp.269-312). Palo Alto, CA: Consulting Psychologist Press, Inc
- [3] Worth, Richard. *Communication skills*. Infobase Publishing, 2004.
- [4] Brannick, M. T. & Prince, C. (1997). An overview of team performance measurement. In M. T. Brannick, E. Salas, and C. Prince, eds., *Team Performance Assessment and Measurement: Theory, Methods, and Applications*, (pp. 3-16). Mahwah, NJ: Lawrence Erlbaum Associates, Inc.
- [5] Cohen S. G. & Bailey, D. E. (1997). What makes teams work: group effectiveness research from the shop floor to the executive suite, *Journal of Management*, 23 (3), 239-290.
- [6]