



جامعة الجميع الذكية  
EVERYONE'S SMART UNIVERSITY

## Everyone's Smart University

### Project (Spring 2021)

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

Course

Master

(PMG506)

Code

Thursday

Date

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## Advanced project Management

### Instructions:

- اخر موعد للتسليم هو يوم الخميس 2021-05-20 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. ستكون 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..

## Introduction:

In April 2020, my company decided to start a new project during the pandemic of Covid-19. In the pandemic, we passed through multiple situations of quarantines in Saudi Arabia such as close all day and half day. In these situations, people feel afraid to go out to buy food or to buy the food needs because you cannot go out unless you have a reasonable reason during the quarantine to go out.

The president of my SBU (strategic Business Unit) was thinking about this project three years ago but he felt that it is not the good time to start this project which is about deliver the products ( whole and cut-ups chicken) to the final customer, and he assigned me to be in the project management team So, one of the objectives in this project is to deliver the goods to final consumer but dealing with consumer is a sensitive because my company is used to deal with BTOB which is Business to Business.

However, in the project we will assist the government to ensure that each citizen does not need to worry regarding food. In fact, our products are already using in other applications that their main job is delivering goods, and this is one of the issues we faced. As a project management team, we should find the solution for this issue. Also, one of the risks is hard communication between the salesmen and the consumer. Moreover, non-adherence by salesman not to wear mask or gloves when he delivers the goods to customer. Also, another risk is to deliver the wrong products to the wrong consumer.

So, we focus on the freshness and quality of the product. My partner and I after we found our objectives, we draw the workflow of the project with the stakeholders to make sure that we all are aligned in one page. As project management team, we met with multiple companies are specialized in E-commerce and they provide a fully platform services. We have chosen this side rather than creating your own website because we need a quick platform to launce the project. In addition, we assigned two people to work in receiving the orders from the platform and communicating with the customers if needed.

### Literature Review:

Home delivery service is a sensitive thing for consumers. E-stores might have impact on consumers' trustfulness and the image of the brand. Also, customers are still have complaining on E-stores. One of the complaints is to deliver the products in a season time such as holydays, sometimes deliver the goods during these seasons might face dissatisfaction on delivery due to take time to receive the packaging.

### Methodology

During this project, some problems have been faced such as the scope, so I tried to explain the scope with a brief sentence. Also, selecting the stakeholders and who is involve in this project. In fact, the type of data which is quantitative is how many orders will be received and how many orders will be delivered. Also, the data was considering as primary. The excel software was using to estimate the number of orders that have been received from the platform. Choosing excel as the primary program or software is due to linked with platform and import the customers information to the excel.

| Project Charter                                                                                                                                                                                                                                                                                    |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Project Title:</b> Direct Home Delivery                                                                                                                                                                                                                                                         |
| <b>Start Date:</b> April 2020                                                                                                                                                                                                                                                                      |
| <b>End Date:</b> May 2020                                                                                                                                                                                                                                                                          |
| <b>Budget:</b> SR 40,000                                                                                                                                                                                                                                                                           |
| <b>Project Manager:</b> Abdulrahman Alissa                                                                                                                                                                                                                                                         |
| <b>Project Scop:</b> Deliver poultry products of the company to the end consumer without any brokers. <ul style="list-style-type: none"> <li>• Arrange a session for salesman on how to deal with consumer.</li> <li>• Arrange a session for receiving team on how to use the platform.</li> </ul> |

| <ul style="list-style-type: none"> <li>• Arrange a session for Finance team on how to use the payment platform.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                    |                             |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| Milestone                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Date                        |
| Create a workflow for the project.                                                                                                                                                                                                                                                                                                                                                                                                                                                            | April 18 <sup>th</sup> 2020 |
| Make a contract with E-Commerce company.                                                                                                                                                                                                                                                                                                                                                                                                                                                      | April 20 <sup>th</sup> 2020 |
| Make a contract with a third party for online payment.                                                                                                                                                                                                                                                                                                                                                                                                                                        | April 21 <sup>st</sup> 2020 |
| Upload the products on the Website.                                                                                                                                                                                                                                                                                                                                                                                                                                                           | May 1 <sup>st</sup> 2020    |
| <b>Stakeholders:</b> <ul style="list-style-type: none"> <li>• President – Sponsor of the project</li> <li>• Sales department – will receive the orders on the platform and deliver to consumer.</li> <li>• Marketing department – will be responsible on marketing the platform.</li> <li>• Shipping Team – will be responsible on loading the products inside the trucks.</li> <li>• Finance Department – will be responsible on reconciliation and return the money to consumer.</li> </ul> |                             |
| <b>Risks:</b> <ul style="list-style-type: none"> <li>• Deliver wrong products to consumer.</li> <li>• Issue with platform and payment channel.</li> <li>• Deliver the products to the wrong consumer.</li> <li>• Salesman is used to deliver the goods to BTOB not BTOC.</li> </ul>                                                                                                                                                                                                           |                             |

### Results and Discussion

Due to the pandemic and quarantine the home delivery recently has been increased in Saudi Arabia. Also, the competitors have launched the home delivery.

## References

- <https://core.ac.uk/download/pdf/227102409.pdf>
- PMBOK 6<sup>th</sup> edition.