

Project Leadership

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جامعة الجميع الذكية
EVERYONE'S SMART UNIVERSITY

PMG 511
L2- Ch2- Project Fundamentals
Understanding the work at hand



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Learning Outcomes

- ☐ Questions
- ☐ What is a Project?
- ☐ **Project Charter**
- ☐ Project Life Cycle and the project Phases.
- ☐ **Project management Softwares**
- ☐ Organizational Structure.
- ☐ Process Models.
- ☐ Quality Project.
- ☐ Project Outcomes.
- ☐ Summary and Conclusions.
- ☐ KAHOOT



Questions

- Project defined as a process of getting things done effectively and efficiently, with and through people.
يُعرّف المشروع بأنه عملية إنجاز الأمور بفعالية وكفاءة.....

False





Questions

A successful project leader is.....

قائد المشروع الناجح هو

- 1- An effective listener
- 2- An effective communicator
- 3- An effective problem solver
- 4- Effective listener, communicator and problem solver

4- Effective listener, communicator and problem solver





2.1 What is a Project?



What is a Project?

- Project based on a business need or opportunity.
- Often explored and initiated by the *Project Sponsor(s)*, who writes or approves the *Project Charter*.
- Has the following features:
 - **A defined beginning and end.**
 - **Unique goals and outcomes.**
 - **Typically requires team members with varied skills.**
- Contrasts with Operational Work, which is repetitive ‘business as usual’





2.2 Project Charter



What is a project charter?

- A project charter is a formal document that authorizes a project from start to finish.
- It includes details to create an overall understanding of a project's development and objectives while also outlining the roles and responsibilities of each involved individual



Who writes the project charter?

- In many business cases, you would assume the project manager should write the project charter right? Actually, it's best if the project sponsor writes the project charter.
- A project sponsor is the individual who requested the project and who signed it off. In other words, the project initiator. Project sponsors are generally in senior management and may even be the CEO.



What's included in a project charter?

- Your project charter should answer all the big questions that team members and stakeholders may have about the project.

1 Project name

5 Scope

2 Purpose and goals

6 Risks

3 Budget

7 Roles and responsibilities

4 Deliverables

8 Timeline and milestones



Project Charter Example

Project Name	IVR Project		
Project Sponsor	Dave Sponsor	Project Manager	Alice Michaels
Date of Project Approval	8th Mar 2015	Last Revision Date	17th Apr 2015
Project Description	To introduce a new automated telephone system to ensure all calls get answered.		
Scope	A IVR system will be introduced to assist the sales team in taking orders, and also to ensure no orders are missed. The system is only to help the sales team at this stage, other teams such as support are out of scope.		
Business Case	To increase orders per sales team member by 20% from current levels. To reduced unhandled calls to 0%. To increase customer satisfaction by 10 points.		
Constraints (in priority order)	Time	4 months	
	Budget	4 developers + 1 sales team rep	
	Scope	TBD	
	Quality	Prioritize time & budget over quality	
Project Deliverables	An IVS system to assist the sales team + training for the sales team + support during the first operational month of the system.		
Benefits (measurable results)	See KPIs below + business case above		
	KPI	Baseline	Goal
	Orders per sales person pd	20	24
	Unhandled calls pd	11	0
	Customer satisfaction	17	27
Steering Committee	CEO	Project Team	Sales Rep
	Finance Director		4x developers TBD
	Sales Director		
Key Stateholders	Name	Success Criteria	
Risks	No team members have any previous experience of IVR setup, so there is a chance we've hugely underestimated the work involved.		



2.3 Project Life Cycle and the project Phases

Project Life Cycle and the project Phases

Most projects need to be broken down into a logical sequence of 'phases', known as ***The project life cycle***.

A project life cycle is a collection of project phases that defines:

- What work will be performed in each phase?
- What **deliverables** will be produced and when?
- Who is involved in each phase?
- How management will control and approve work produced in each phase?

☐ A deliverable is a product or service produced or provided as part of a project.



Project Life Cycle (PLC)

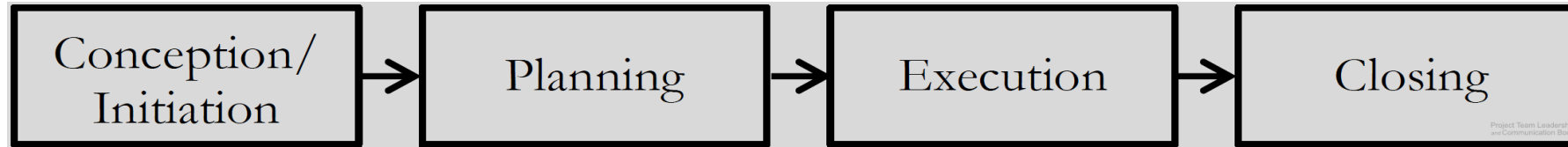
- Different project managers or leaders choose different PLC's, depending on the nature of the task i.e. Engineering, software development etc.




**MEDICAL
MONITORING
PROJECT**



Project Phases:



- **Conception/Initiation Phase**

- Research conducted, leadership chosen, goals and requirements established.

- **Planning Phase**

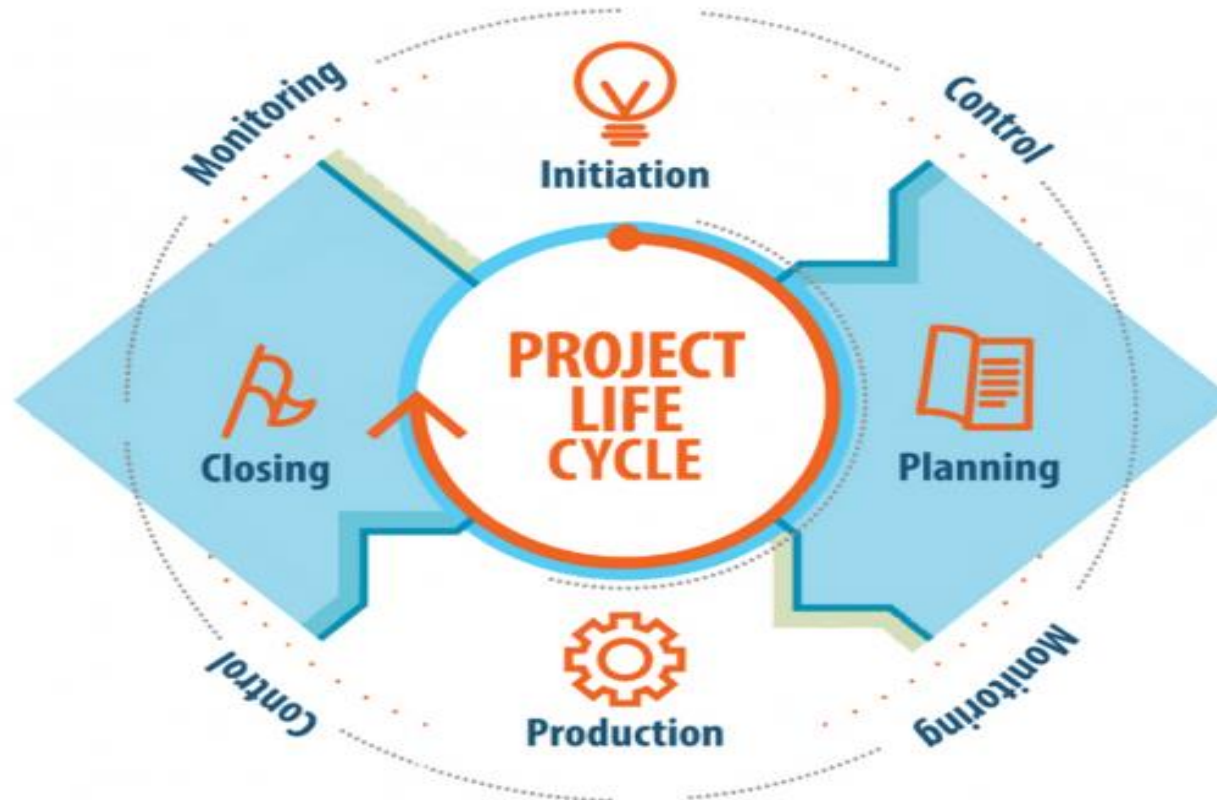
- Detailed plans drafted and documented.

- **Execution Phase**

- Plans are implemented, intended result of project takes shape.

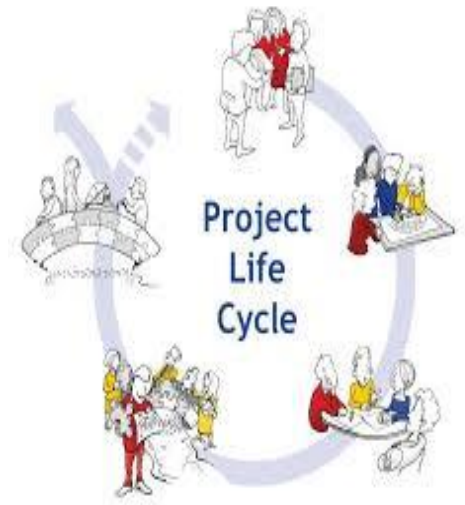
- **Closing Phase**

- Results handed off, lessons learned collected.



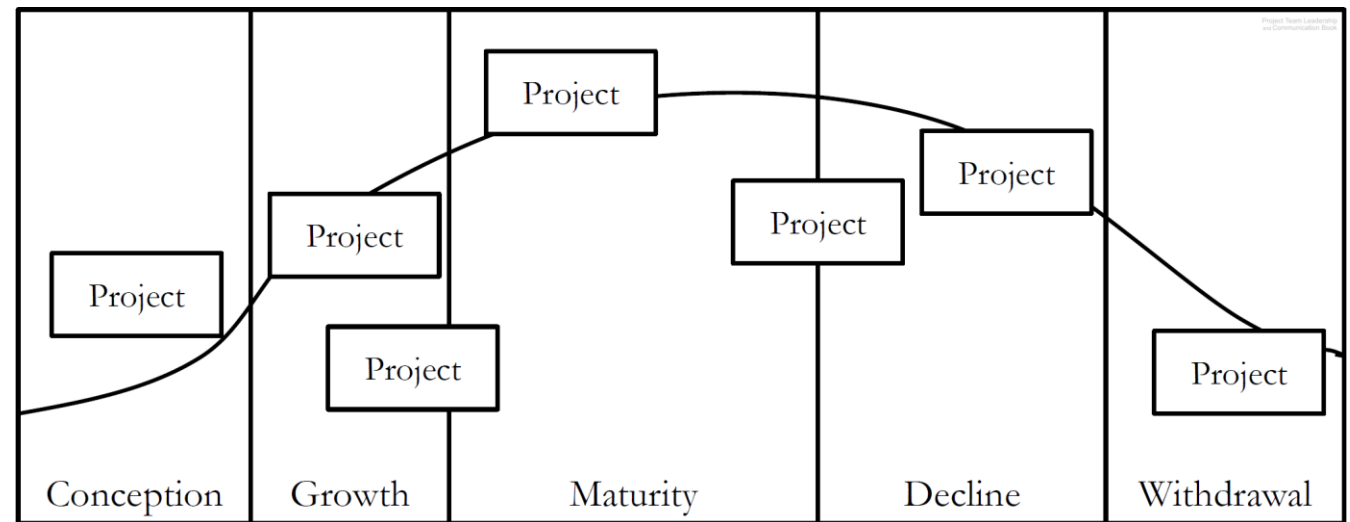
Project Phases

- In the early phases of a project life cycle:
 - **Resource** needs are usually **lowest**.
 - The level of **uncertainty (risk)** is **highest**.
 - **Project stakeholders** have the **greatest opportunity** to influence the project.
- In the middle phases of a project life cycle:
 - The **certainty** of completing a project increases.
 - **More resources** are needed.
- In the final phase of a project life cycle:
 - The focus is on ensuring that project requirements were met.
 - The sponsor approves completion of the project.

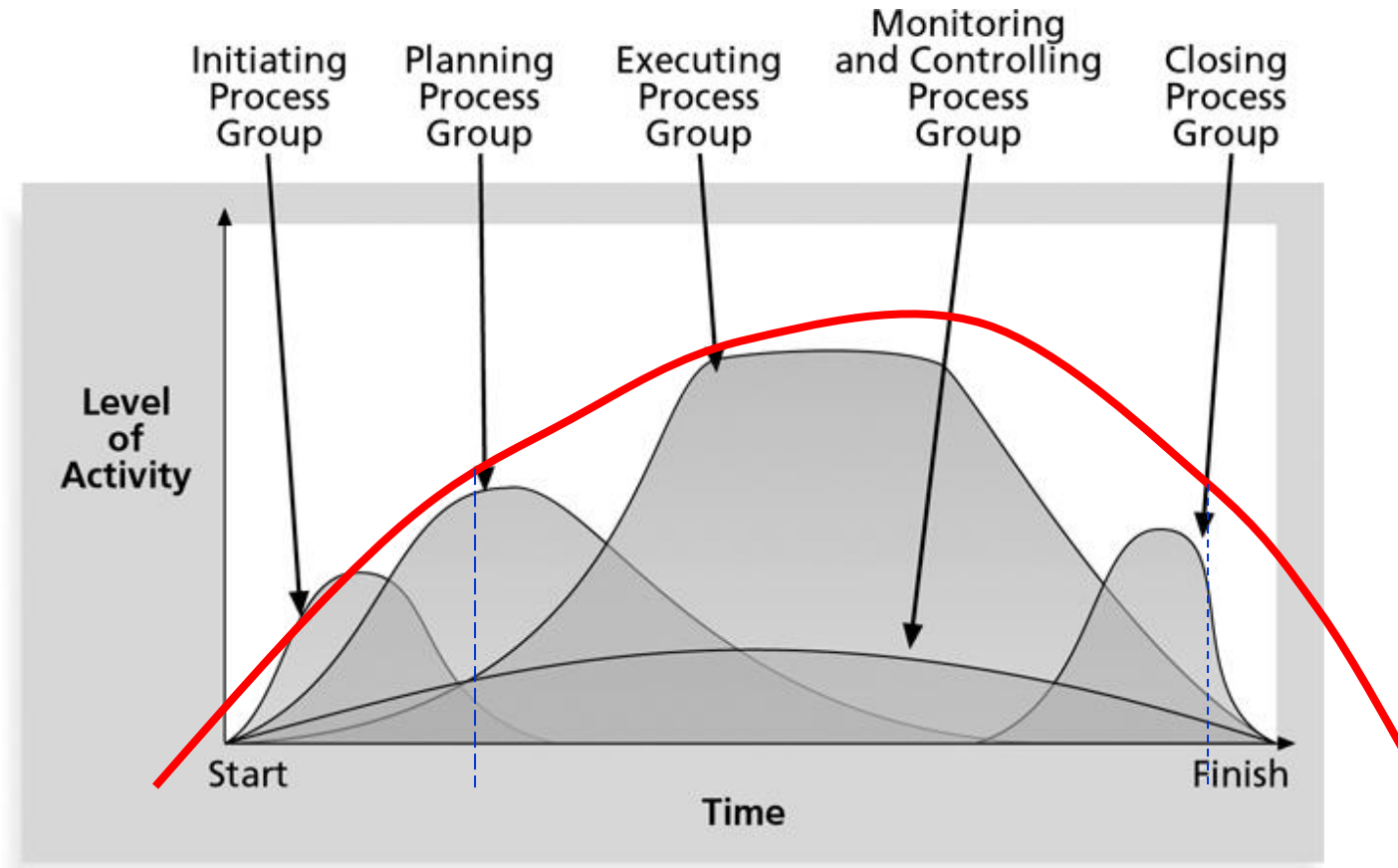


Projects Can Vary in Size and Scale

- A large project can have **multiple sub-projects**
- *A project life cycle* includes **projects in every phase**



Level of Activity and Overlap of Process Groups Over Time during the project lifecycle



Project Life Cycle (PLC)



1-Initiation Process



1-Project Initiation :

- Determine the **nature and scope of the project**. If this stage is not performed well, it is unlikely that the project will be successful in meeting the business' needs.
- **The key project controls** needed here are an **understanding of the business environment** and making sure that all necessary controls are incorporated into the project. Any deficiencies should be reported and a recommendation should be made to fix them.
- Every organization has its own variations of **what documents are required to initiate a project**. It's important to identify the project need, stakeholders, and main goals.



2-Planning process



2- Project Planning

- The main purpose of project planning is to **guide execution**.
- To **plan time, cost and resources** adequately to estimate the work needed and to **effectively manage risk** during project execution. As with the Initiation process group, a failure to adequately plan greatly reduces the project's chances of successfully accomplishing its goals.
- Every knowledge area includes **planning information**.
- Key outputs included in the project include:
 - A team contract.
 - A scope statement.
 - A work breakdown structure (WBS).
 - A project schedule, in the form of a Gantt chart with all dependencies and resources entered.
 - A list of risks (part of a risk register).



3-Execution process



3- Project Executing

- Project execution usually takes the most time and resources.
- Executing consists of the processes used to complete the work defined in the project management plan to accomplish the project's requirements.
- Execution process involves coordinating people and resources, as well as integrating and performing the activities of the project in accordance with the project management plan.
- The deliverables are produced as outputs from the processes performed as defined in the project management plan.
- Project managers must use **their leadership skills** to handle the many challenges that occur during project execution.
- the executing processes and outputs. Many project sponsors and customers focus on **deliverables** related to providing the products, services, or results desired from the project.



4- Project Monitoring and Controlling process



4- Project Monitoring and Controlling



- Involves **measuring progress** toward project objectives, monitoring deviation from plan, and taking corrective action to match progress with the plan.
- Monitoring and controlling consists of **those processes performed to observe project execution so that potential problems can be identified in a timely manner and corrective action can be taken, when necessary, to control the execution of the project.**
- The key benefit is that project performance which observed and measured regularly to identify variances from the project management plan.
- **Affects all other process groups and occurs during all phases of the project life cycle.**

• *Outputs include performance reports, requested changes, and updates to various plans*

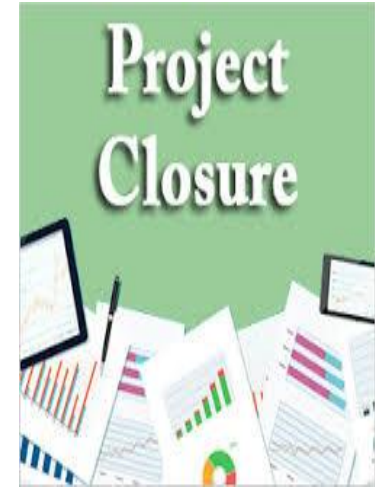


5-Project Closing process

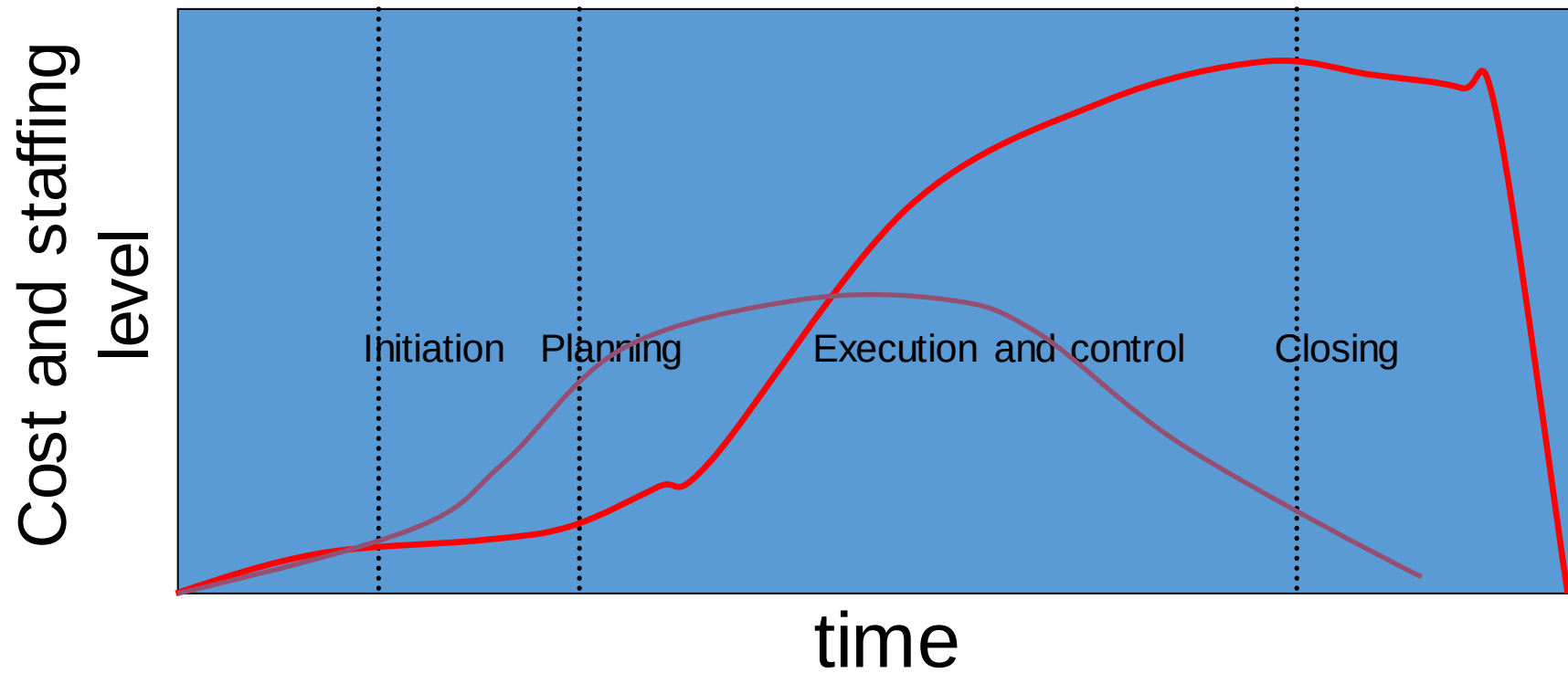


4- Project Closing

- Closing includes **the formal acceptance of the project and the ending**. And also it include the administrative activities like archiving of the files and documenting lessons learned.
- Involves **gaining stakeholder and customer acceptance of the final products and services**.
- Even if projects are not completed, they should be formally closed in order to reflect on what can be learned to improve future projects
- Outputs include project **archives and lessons learned**, which are part of organizational process assets.
- Most projects also include a **final report and presentation** to the sponsor or senior management.



Project Life Cycle - Ideal v Typical



Project Life Cycle - Ideal v Typical

- The **Red curve** shows that the project is delayed in finishing.
- The area under the curve represents the spend on the project – the red curve spent much more.
- If the project is rushed, do you think that the quality of the outputs or deliverables will be good?



Project management softwares



What is organization structure?

- ❑ There are many project management software options available, such as:
 - ✓ Asana
 - ✓ Trello
 - ✓ Jira
 - ✓ Basecamp
 - ✓ Microsoft Project
 - ✓ Monday
 - ✓ Wrike, and many more.

- ❑ All of these provide different features and levels of functionality.

Asana Software

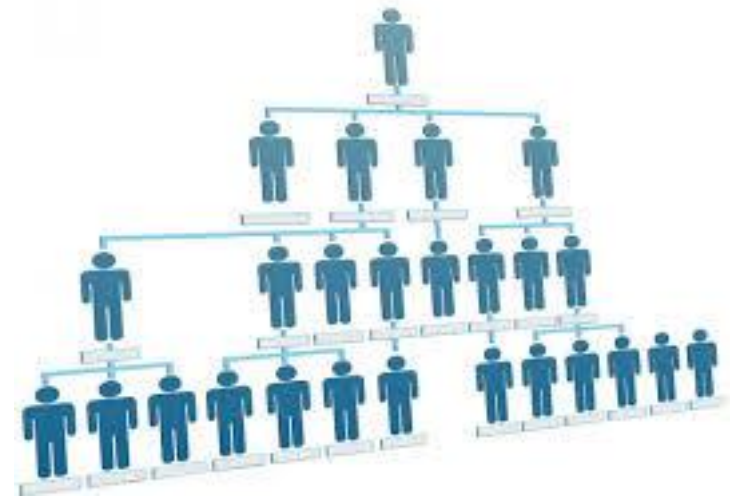
- ☐ Asana helps teams stay organized, be productive, and stay on track with their goals.
- ☐ It allows users to organize tasks into boards and assign tasks to team members, making it easier to track progress and stay on top of tasks.
- ☐ It helps teams stay productive.
- ☐ It integrates with popular services, providing users with quick and easy access to their work documents.
- ☐ Finally, Asana helps teams stay on track with their goals. With its collaboration capabilities, teams can work together in real time, making it easier to stay focused and meet deadlines

2.4 Organizational Structure



What is organization structure?

Is a system that outlines how certain activities are directed in order to achieve the goals of an **organization**. These activities can include rules, roles, and responsibilities.



Why do we need organizational structure in a project?

To determine the **relationships, functions and positions** and **subdivides and delegates roles, responsibilities and authority** to carry out any defined tasks. It determines how **information flows** between levels within the company.



1-Functional Organizational Structure

- 'Classic' organizational structure
- Organization made up of functional 'silos' (HR, Sales, Marketing, etc.)
- Project teams consist of **resources from multiple departments**
- **Strengths:** resource redundancy
- **Weaknesses:** resources don't report to project leader, functional managers may not be supportive of project

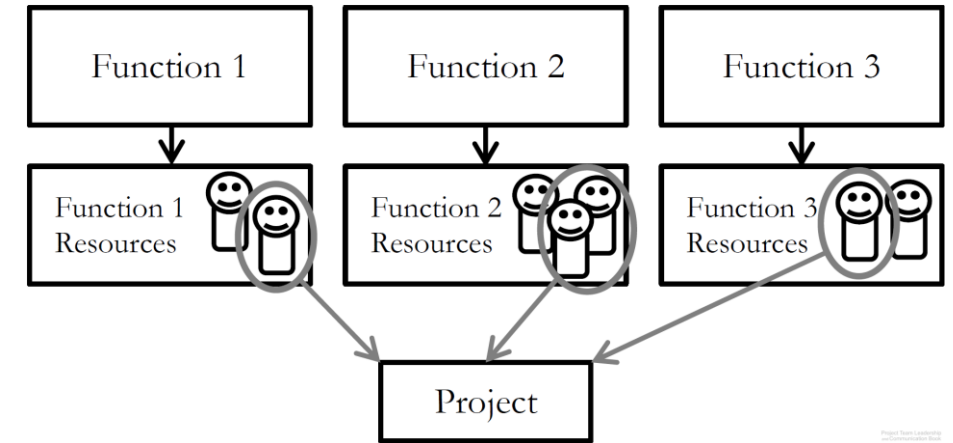


Diagram: Malachowsky, Samuel. Project Team Leadership and Communication. Lintwood Press. 2018. p. 31.
Project Management Institute. A Guide to the Project Management Body of Knowledge – Fifth Edition. Project Management Institute Inc. p. 21-22. 2013.



2- Project-Focused (Flattening) Organizational Structure

- 'Flat' organizational structure
- Organization made of project leads and resources, with few 'layers' (few management level).
- Project teams consist of resources specifically recruited/assigned to that project
- **Strengths:** Autonomy/freedom/self-direction, no functional managers
- **Weaknesses:** Resources are tempted to join other projects 'jump ship' to retain employment, projects must 'stand on their own', competition between projects for resources

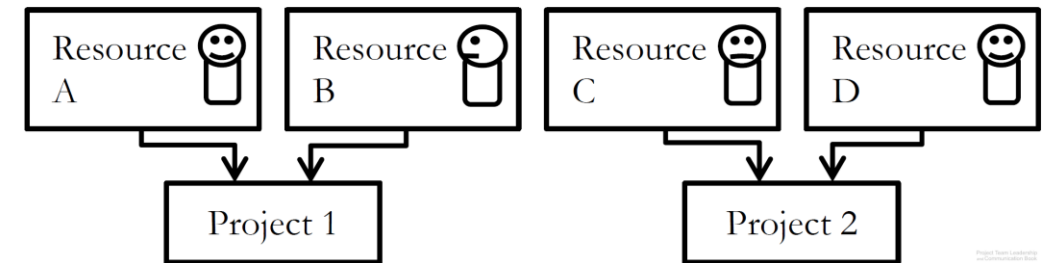


Diagram: Malachowsky, Samuel. Project Team Leadership and Communication. Lintwood Press. 2018. p. 33.
Project Management Institute. A Guide to the Project Management Body of Knowledge – Fifth Edition. Project Management Institute Inc. p. 21-22. 2013.



3- Matrix Organizational Structure

- ‘Strong’ or ‘weak’ matrix depending on ratio of Functional to Project-Focused aspects
- Resources are often external contractors
- **Strengths:** compatible with older, ‘classic’ orgs, can be adjusted as needed.
- **Weaknesses:** significant increase in number of stakeholders.

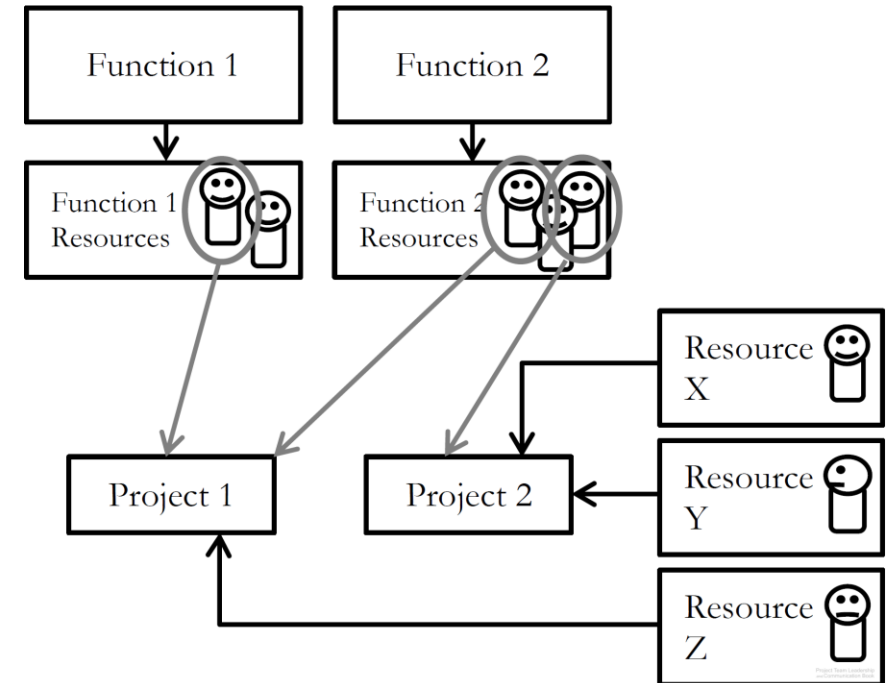


Diagram: Malachowsky, Samuel. Project Team Leadership and Communication. Lintwood Press. 2018. p. 35.
Project Management Institute. A Guide to the Project Management Body of Knowledge – Fifth Edition. Project Management Institute Inc.
p. 21-22. 2013.

2.5 Organizational Values and Needs



Organizational Values and Needs

- Similar to the concept of *culture*, organizations have defining characteristics:
 - How customers are treated (input, visibility into inner workings)
 - Risk tolerance and preferred schedule certainty
 - Experience level of personnel and management
- And these can highlight certain **needs**. For example:
 - The need for extremely clear requirements/specifications vs. the need for stakeholder input .
 - The need for a clear schedule vs. the need for a responsive project.
 - The need for many or few project *artifacts* (documentation).



2.6 Process Models



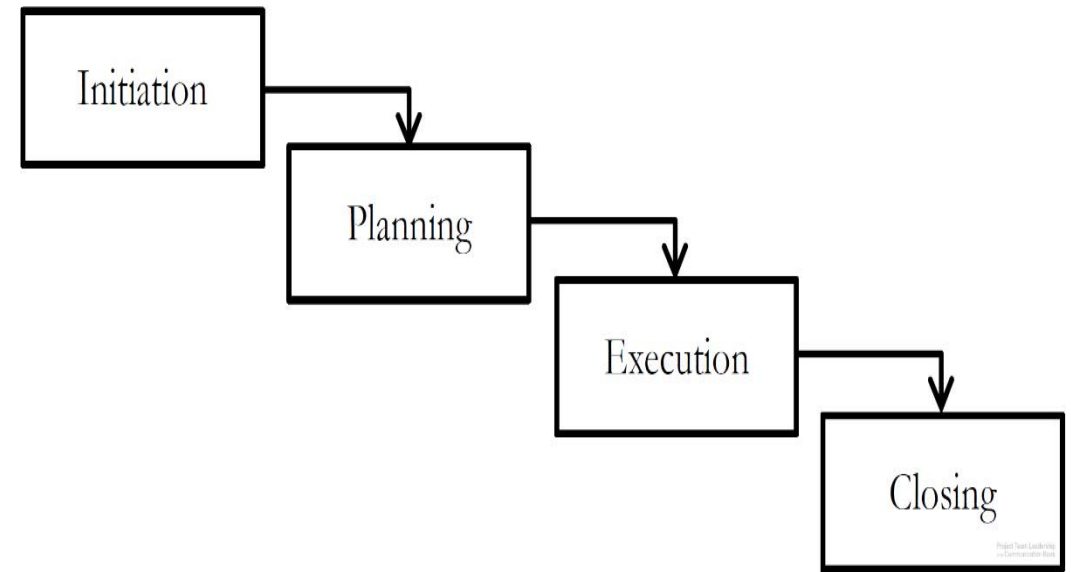
Process in Organizations

- Process are actually **much less abstract (they're more exact) in organizations**
- It is the “The project life cycle”.



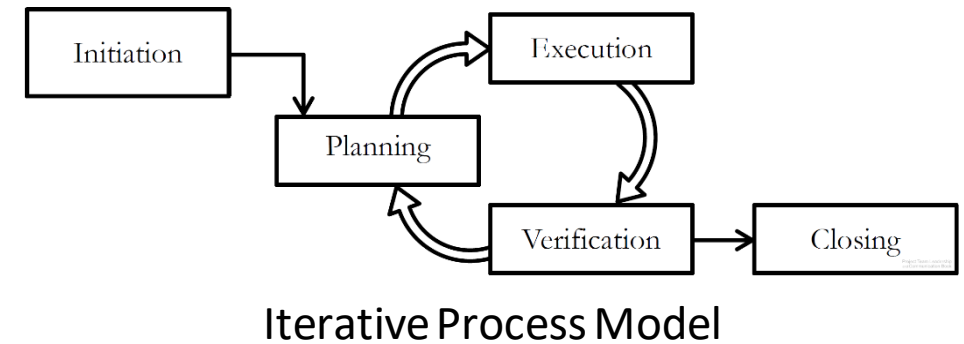
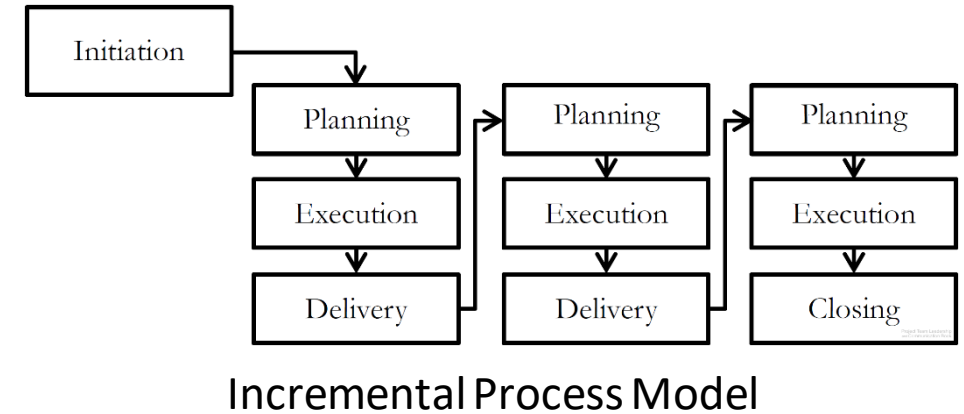
1-Plan-Focused Process Models

- Each step must be completely **done** before the next can be begun
- Plans are made for each step, then executed '**waterfall**' style
- **Strengths:** high, schedule certainty, easy to understand, straightforward, time-tested
- **Weaknesses:** does not handle uncertainty/change well, stakeholder *visibility* can be poor (only changes of phase)



2- Cyclical Process Models

- Projects cycle through **delivery or feedback phases**
- Plans are made a little-at-a-time
- **Strengths:** stakeholder visibility is often higher than Plan-Focused
- **Weaknesses:** can be difficult to know when to stop, requires strong disciplined leadership or can get out of control



3- Change-Focused Process Models

- Responsiveness to change and stakeholder input is the most important aspect
- Similar to Cyclical Process Models
- Requires **experienced, disciplined leaders and team members**
- **Strengths:** stakeholder visibility is high (they're consulted frequently), responds well to changing market conditions or circumstances
- **Weaknesses:** can 'go on forever' if stakeholders are uncertain or conditions keep changing, requires frequent customer interactions

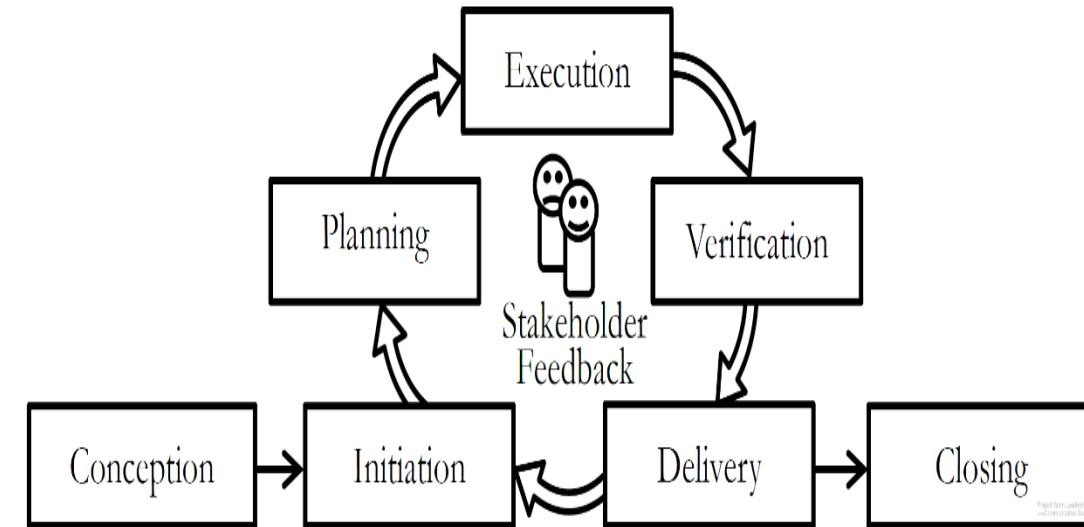


Diagram: Malachowsky, Samuel. Project Team Leadership and Communication. Lintwood Press. 2018. p. 40.
Project Management Institute. A Guide to the Project Management Body of Knowledge – Fifth Edition. Project Management Institute Inc. p. 44-46. 2013.

2.7 Quality Project



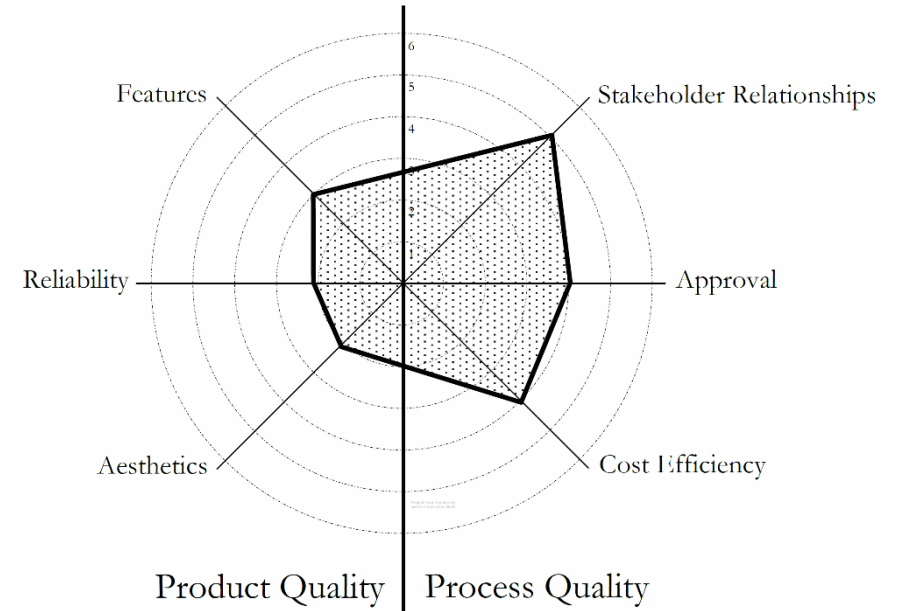
Project Quality

- Quality is hard to define; most agree there are **three main aspects**:
 1. **Standards** defined by the industry, organization, or team.
 2. **Conformance** المطابقة to the requirements, specifications, and commitments inherent to the project.
 3. **Excellence**, the need to go beyond strictly meeting basic requirements/specifications. Thinking about elements such as the user's perspective, maintenance, long-term cost, etc.
- **A fourth element** can't be ignored, though:
 - **Perception** – do stakeholders have an appropriate, well-informed view of the project? Are communications appropriate? Is the team acting professionally?



Product and Process Quality

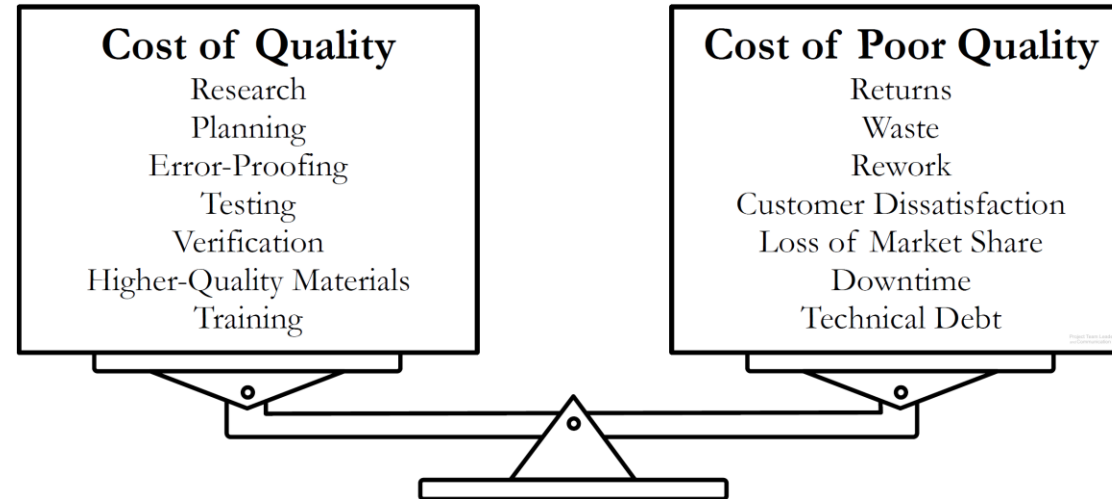
- Product Quality relates to what the project is trying to produce
 - Examples include: **Features, performance, durability, reliability, resources consumed**
- Process Quality relates to the team's planning and execution of the project
 - ❖ Examples include: **Timeliness, safety, compliance, responsiveness to customer**
- Both must be addressed, balance must be achieved



‘Radar Chart’ Showing Balance/Prioritization of Quality in a Project

Diagram: Malachowsky, Samuel. Project Team Leadership and Communication. Lintwood Press. 2018. p. 71

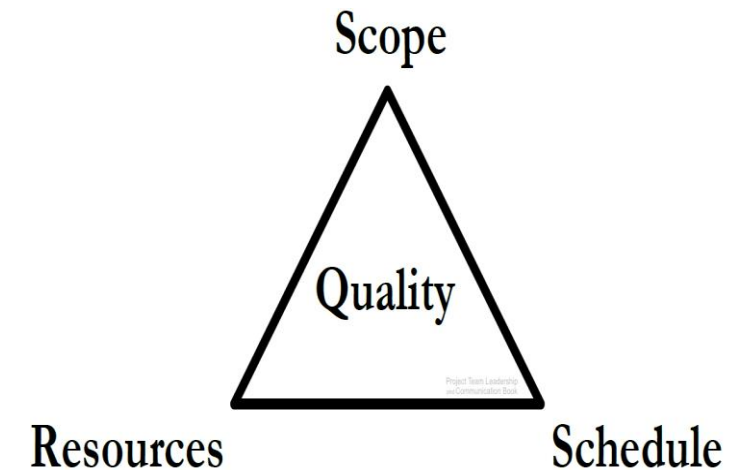
Quality is a Balancing Act



- Projects must **balance** the *cost of quality* with the *cost of poor quality*.
- Determining where that balance lies requires teams to **think about future implications** of their actions.



Projects are a Balancing Act, The Project Triangle



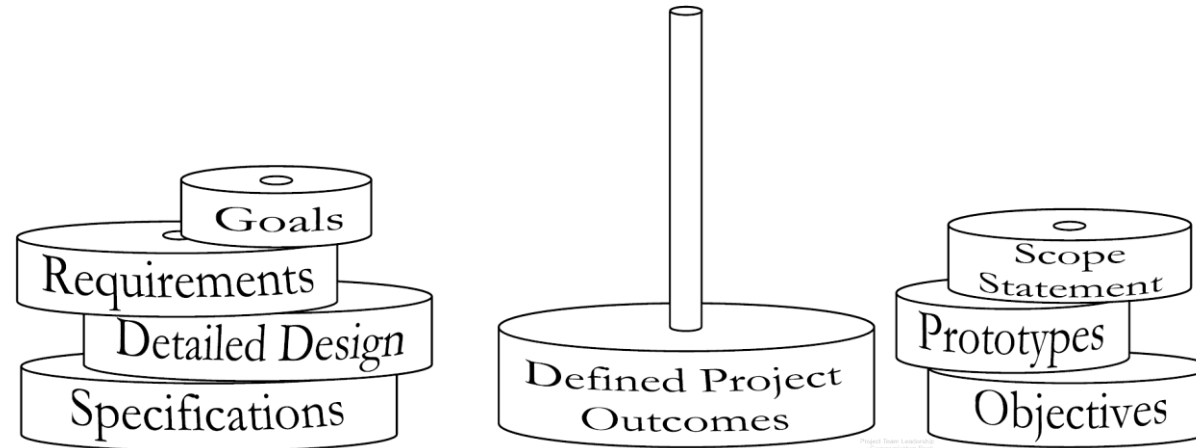
- **Resources:** The budget, materials, wages, etc.
- **Schedule:** The time expended.
- **Scope:** What is and isn't included in the project outcomes.
- **Quality:** can relate to any or all of the three.
- **Balance:** More scope requires more resources, more schedule, or both. Faster project means less scope/more resources, etc.

Diagram: Malachowsky, Samuel. Project Team Leadership and Communication. Lintwood Press. 2018. p. 46.

2.8 Project Outcomes



Defining Project Outcomes



- Defining **the projects outcomes, or deliverables** often requires multiple *artifacts* (documents)
- Specific artifacts can vary by industry, organization, or team



1- Project Goal Statements

Goals – The overarching outcomes of the project.

- **High-level:** What the project is trying to achieve.
- **Measurable:** It should be clear when the goal is or isn't met.
- **Achievable:** Within the capability of the resources/time available.



2- Project Scope Statements

Scope Statements – What *is* and *isn't* included in the project?

- A list of major *deliverables*.
- A basic strategy.
- Constraints, assumptions, and external dependencies.
- Often in the form of paragraphs with 'bullets'.



3- Project Requirements / Specifications

Requirements and/or Specifications –

Details for what's expected.

- Non-ambiguous.
- Reader should know exactly what's needed.
- Functional (the outcomes) and non-functional (limits such as schedule, safety, etc.)



Project Kicking Off Meeting

The 'Project Kickoff Meeting' is designed to:

- Establish the project and begin the work.
- Introduce team members and stakeholders to each other, and define roles/responsibilities.
- Share clear goals and objectives, define what success means to the team.
- Choose/share tools, meeting times, etc.
- Begin foundational work on the project plans.



2.9 Summary and Conclusions



Summary and Conclusions

- Projects are unique and time limited, and vary from organization to organization (size, length, etc.).
- What is the project phases and project lifecycle?
- Organizational structures, values, and needs have very significant effects on projects and how they're carried out.
- Quality (the cost of quality and the cost of poor quality) and the Project Triangle represent a constant give-and-take balancing act.
- Project outcomes are defined in layers, which can include goals, objective, requirements/ specifications.
- Project kickoff meetings and creating the project plan are often the initial steps in any project.



Kahoot!



Thank You



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