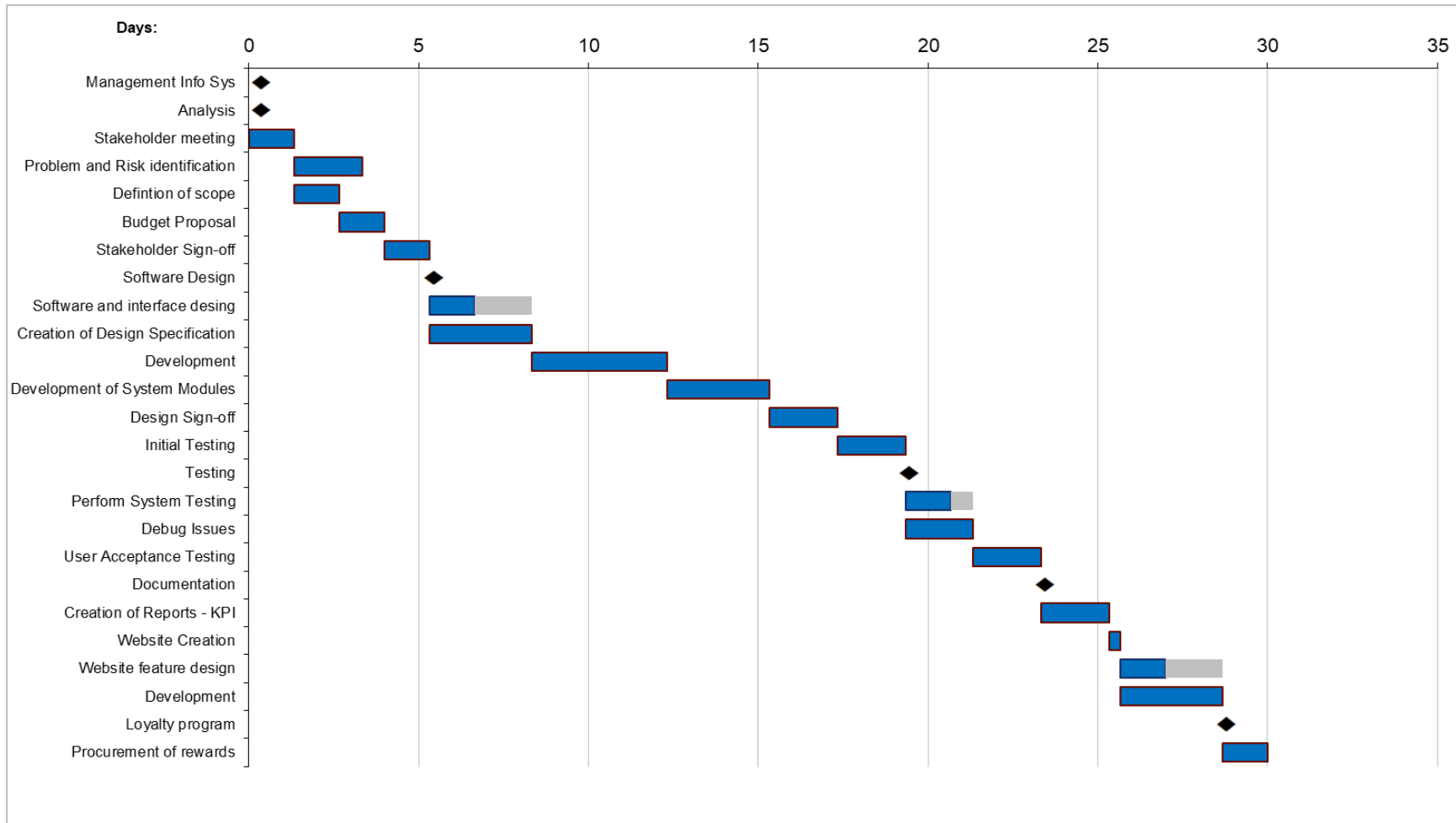


Contents

Gantt Chart	2
Report	3
Gantt Chart	4
Organisational Structure.....	5
References	13

Gantt Chart

The Gantt chart below presents the activities that must be done to complete the project related to the creation of the company's management information system. The total project duration is three months, and it can be seen that the timeline reflects this target.



Report

There are different approaches to project management depending on the factors that are critical to the project (Abrahamsson, Salo, Ronkainen and Warsta, 2002). Overall, the purpose of choosing a methodology is to provide structure to the project and the project team such that they can deliver the projects based on the expectation of the stakeholders and key customers (Abrahamsson *et al.*, 2002). For Manley, the company currently has four stores opened around London, all of which aim to provide DIY solutions to their customers through its unique value propositions, including plumbing, designs, installation, electrical works, etc (Abrahamsson *et al.*, 2002). Since their first store was opened seven years ago, the company now has four stores, and it plans to open more to meet the growing demand of the market and the future expansion plans of the management team (Abidin, Jawawi and Ghani, 2017, p. 23). With this, their management started a project with the goal of achieving the following tasks: First of which is the creation of an updated website which can present the profile of the company, the services offered, as well as an online platform where new and existing customers can book an appointment and lodge their order online (Abrahamsson *et al.*, 2002). Another task that management wants to include in the project would be developing a Management Information System. There would be improved customer service to meet the company's growing demands (Besner and Hobbs, 2006, p. 38). Lastly, there is also a customer loyalty program which they aim to implement such that repeat customers will have rewards and other bonuses.

The chosen methodology for updating Manley's current website would require an agile project management methodology to consider the team's collaborative efforts to upgrade the current website and incorporate the new features such as online booking and appointment scheduling (Abidin *et al.*, 2017, p. 24). The different support groups are enticed to give their suggestions and proposal for the continuous development of the website.

On the other hand, the Management Information System project would entail the usage of a waterfall methodology wherein each phase needs to be completed first before proceeding to the next step (Abidin *et al.*, 2017, p. 24). An advantage of this approach is the in-depth planning that is taken into consideration, and this progresses as the project tasks are completed. There are defined roles for each member, and they have more focus on the target deliverables for this project (Abidin *et al.*, 2017, p. 24).

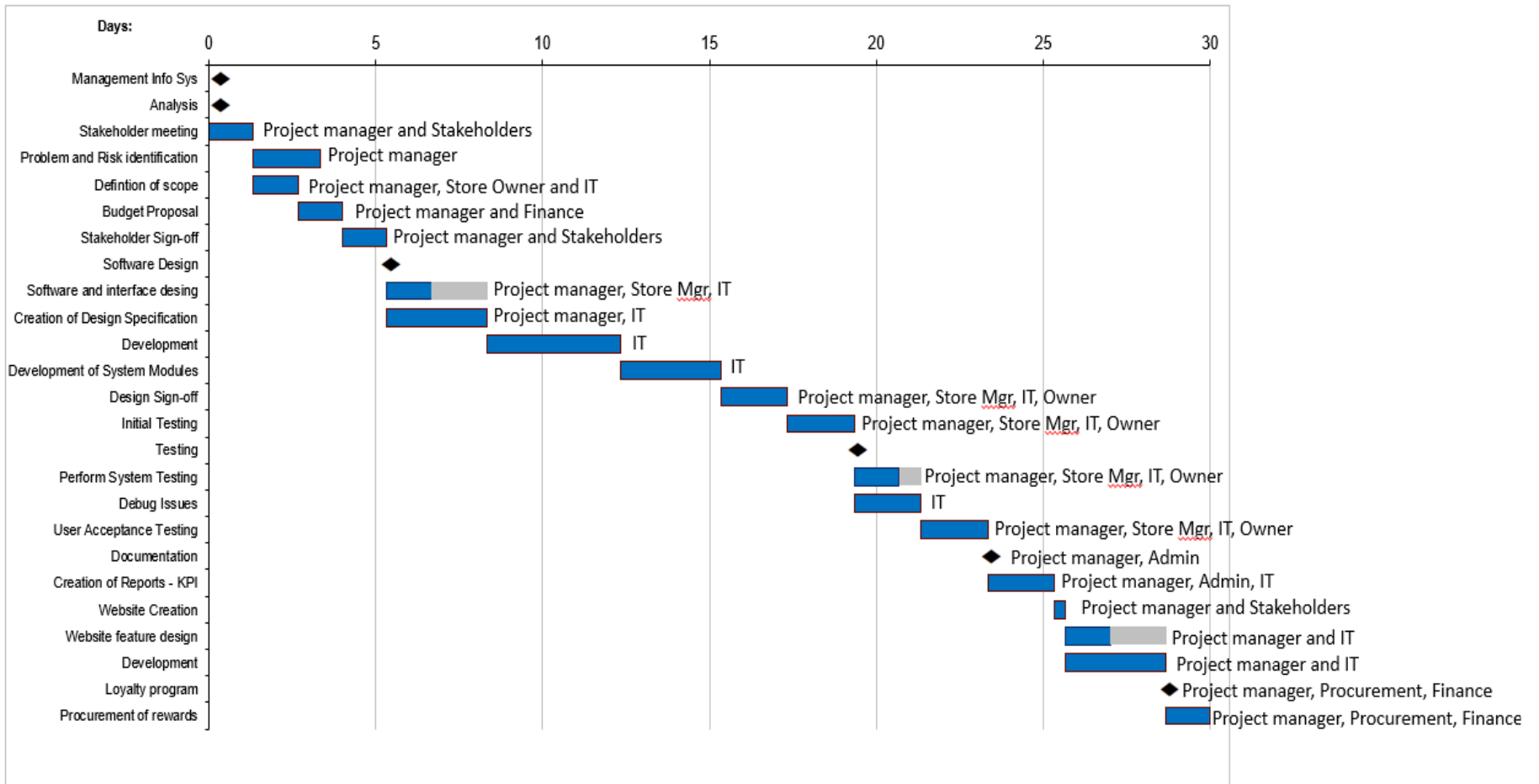
Lastly, creating a loyalty program would need to have an agile project management methodology to consider the team's collaborative efforts in developing a loyalty and reward system for customers who patronise the products and services of the company (Abrahamsson

et al., 2002). This would encourage the different support groups to give their suggestions and proposal for the reward program and attract potential suppliers.

Looking at the tight timeline, it is recommended to work on the Management Information System project because it offers more benefits to the company considering the customer service and operational improvements that will be gained once the system is in place (Abrahamsson *et al.*, 2002). There will also be better management of the company's resources such as stocks, personnel, subcontractors, marketing and confidential data. The next project would be the updating of the website in order to expand the market of Manley (Abrahamsson *et al.*, 2002). It is essential to ensure that the online ordering system is simple to use and easy to comprehend, especially for those that are not tech-savvy. The last thing to work on would be the loyalty program since this is a reward system that can be given to repeat customers who patronise the services offered by the company (Abdidin *et al.*, 2017, p. 25).

Gantt Chart

The Gantt chart below shows the different roles and responsibilities tasked to each member of the group.



Organisational Structure

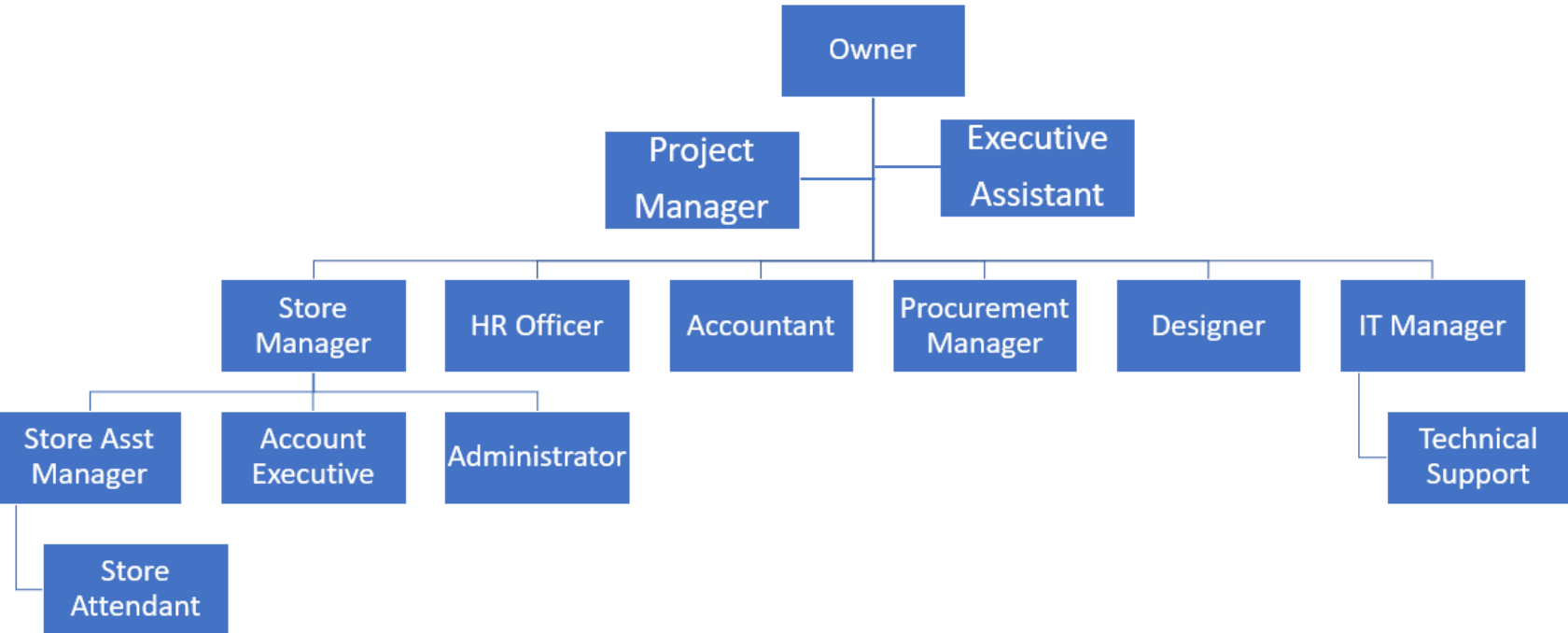
The organisational structure is presented in the graph below, and it shows a hierarchal structure wherein the chain of command begins with the owner and his son. Underneath them are the different support groups, which is critical to the overall operations of the store.

Due to the ongoing project, the project manager reports directly to the owner such that all tasks are reported and all issues are escalated to be resolved immediately (Yin, 2019). Next to the project manager is the executive assistant, who has a direct correspondence to the owner when it comes to the following: meeting arrangements, prioritisation of tasks, and coordination with customers, employees, and external partners (Yin, 2019).

Below them are the management team and their employees. First, four store managers support four-store assistant managers in managing the store attendants who directly interact with the customers (Schwaber, 2014). The administrator is responsible for providing office support (spreadsheet, presentations, document filing), including answering phone calls and other customer queries (Yin, 2019).

Aside from the operations team who have direct engagement with the customers, there are also support groups such as the following: designers are in charge of creating the store design based on the updated requirements of the owner considering the latest trends in the market (Yin, 2019). Next is the HR officer who handles various functions related to employee-related concerns such as training for skills development, recruitment of additional or replacement personnel, as well as performance monitoring such that the target performance measures are met. Next is the accountant responsible for all finances related, such as tracking all revenue, costs, and other company operating expenses while ensuring that the profitability is maintained (Lockard, 2017). Besides, he or she is responsible for the financial forecasts and processing of tax payments. Next, the procurement manager manages all purchase requirements of the company such that the best deal is closed with the suppliers wherein the lowest cost is gained from the highest possible quality (Schwaber, 2014). Lastly, account executives handle customers and manage their requirements such that their concerns are appropriately addressed and resolved. The IT manager is a new role introduced such that there will be a key person who will handle the support and management of the new Management Information System that will be introduced to the company (Lockard, 2017).

All of these key personnel will have direct interaction with the project manager as he or she works on the different projects created by the owner, which involves website upgrade, management information system, and loyalty program for repeat customers (Yin, 2019).

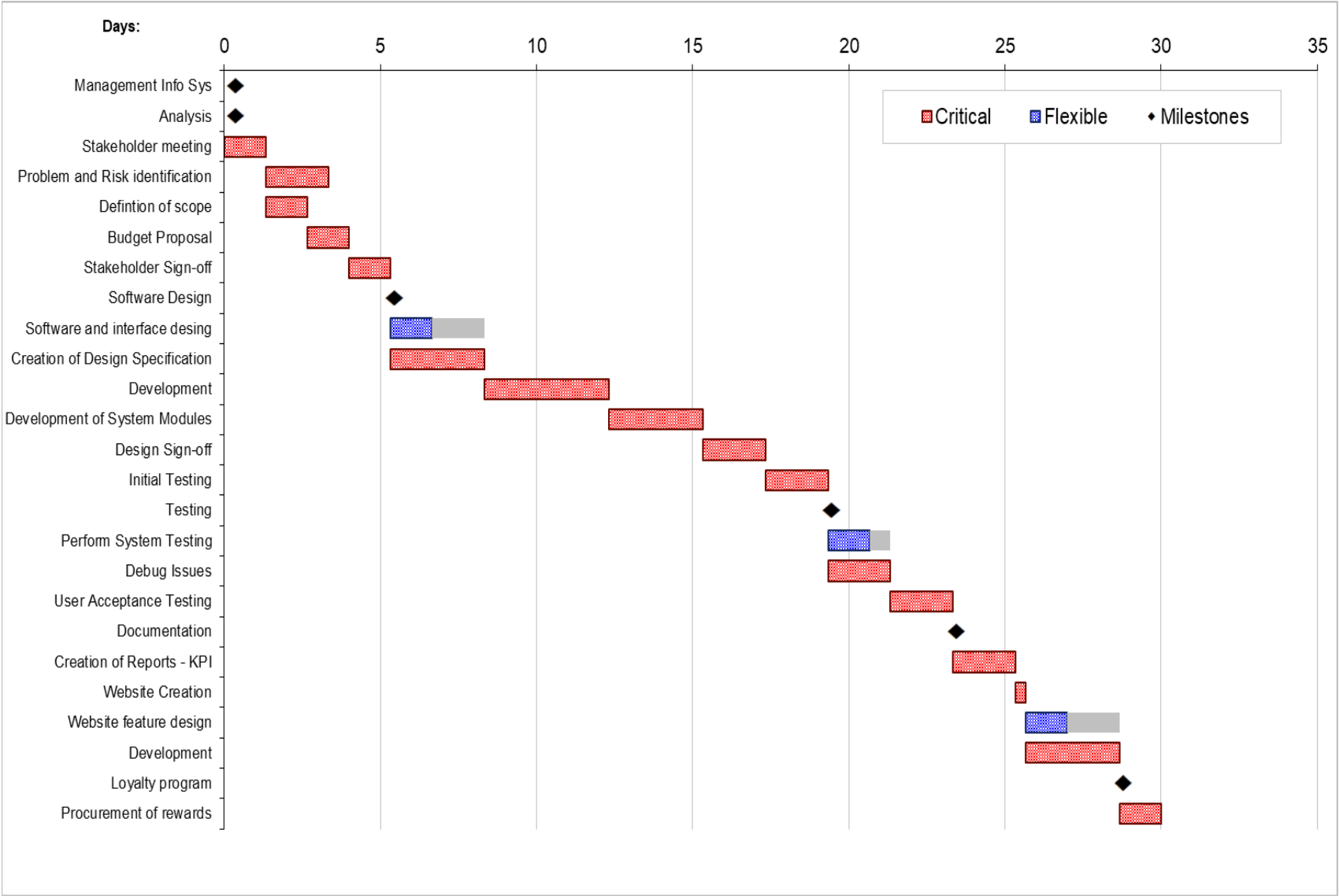


Purpose of PERT (Program Evaluation and Review Technique) or a CPA (Critical Path Analysis) diagram

There are five phases of project management: Initiation, Planning, Execution, Control and Closure (Badewi, 2016, p. 762). The first step is the initiation phase, wherein the scope is identified, and the project's foundation is established. The identified problems include an outdated website, lack of management information system, and a customer loyalty program. The goal is to work on completing these activities while ensuring proper collaboration with the team and stakeholders (Badewi, 2016, p. 762). During this time, the project manager now becomes in charge and provides the project's detailed objectives and structure, including the estimated costs and timeline. In complex projects such as this, there are different tasks to be managed and monitored such that the target completion timeline of 3 months is met (Association for Project Management, 2012). With this, the critical path analysis diagram is most helpful to identify which tasks must be finished on time such that there are no delays encountered during the project life cycle (Badewi, 2016, p. 762).

Create a PERT or a CPA diagram to identify likely challenges, issues, and risks during the life of the project.

The critical path analysis is presented below. The critical path of the project is highlighted. This means that any delay encountered in the following activities will result in an increased timeline duration



Create a general quality management process to be used for the project

During the planning phase, the responsibilities of each team member are distributed, and all activities are mapped out on the calendar. Resources are identified and allocated accordingly based on the necessities of the project (Badewi, 2016, p. 765). Difficulties in communication with one another may be encountered as well as the acquisition of materials required to complete the tasks (Badewi, 2016, p. 766). The project manager assesses whether the resources needed are within budget and determines if there are risks involved to make backup plans (Schwaber, 2014). Regular updates are also done to ensure that everything is in place.

The most extended phase may be the execution of all the deliverables and establishing a quality management process (Badewi, 2016, p. 766). The result of the project is within the stakeholders' expectations. Everyone must be aware of the timeline and be able to stick to the agreed deadline (Schwaber, 2014). There are also instances when scope-related issues are encountered, and these must be highlighted to the key stakeholders so that they are well-informed of the variance (Badewi, 2016, p. 766). It is up to the project manager to check whether the team members and the support groups perform based on the agreement and come up with consistent reviews if there are changes that must be considered (Schwaber, 2014). Expected risks must also be mitigated and resolved immediately as well as potential quality issues that need to be monitored.

Explain the change control procedure

Control of the project involves the management of all the possible changes that may happen (Badewi, 2016, p. 768). Problems that may occur during this phase include risks, quality and costs. Risks may be classified as high, medium or low risks. The project manager needs to identify which of the risks to prioritise not significantly impact the project (Yin, 2019). In terms of quality, there are situations wherein the results shown are not up to par which can be resolved by coming up with guidelines that can serve as a benchmark (Schwaber, 2014). The project budget is critical because negative variances may not be satisfactory to the customer. Revised costings need to have approval, especially if it is more than what is planned for (Badewi, 2016, p. 768). The project manager needs to justify all the revisions and adjustments made.

Analyse the methods used to measure project performances

Project closure is the last phase of a project. During this time, there should be consistent monitoring of the project's performances using the set indicators below (Badewi, 2016, p. 768). The website needs to be regularly updated to reflect the new stores opened by the company. The online booking portal should reflect the real-time schedule of the designers and their availability (Yin, 2019). With this, the IT team's accuracy and timeliness of the information posted on the website should continually be monitored (Yin, 2019). The management information system serves as the organisation's mainframe because of the critical benefits that come with it. The performance indicator should ensure 100% monitoring of financials, designs, and other reports needed to run the business (Yin, 2019). For the loyalty program, there should be updated rewards to be given to repeat customers (Badewi, 2016, p. 771). This is made possible through regular monitoring and updating of the customer database and the orders lodged online.

All of the documentation and report during the project closure phase must be finished during this time. The project manager closes all the requirements, and customer sign-off is secured to ensure that the requirements (scope, budget, and timeline) are met (Yin, 2019). The manager also thanks the team for a job well done, and the project's success is celebrated (Badewi, 2016, p. 771).

References

- Abidin, FAZ, Jawawi DNA, Ghani I (2017) Agile transition model based on human factors. *Int J Innov Comput* 7:23–32.
- Abrahamsson, P, Salo O, Ronkainen J, Warsta J (2002) Agile software development methods: Review and analysis. *VTT Publ* 478:107.
- Association for Project Management (APM). (2012). *APM body of knowledge*. Buckinghamshire, UK: Association for Project Management.
- Badewi, A. (2016). The impact of project management (PM) and benefits management (BM) practices on project success: Towards developing a project benefits governance framework. *International Journal of Project Management*, 34(4), 761–778. Retrieved from <http://doi.org/10.1016/j.ijproman.2021.04.18>
- Besner, C., Hobbs, B. (2006). The perceived value and potential contribution of project management practices to project success. *Project Management Journal*, 37(3), 37–48.
- Lockard, R (2017) Agile Uprising Agile Manifesto Review. <http://agileuprising.libsyn.com/manifesto-co-author-interview-martin-fowler>. Accessed April 17, 2021.
- Schwaber, K (2014) *Agile Project Management with Scrum*. Microsoft Press, Redmond, Wash.
- Yin, RK (2019) *Case Study Research: Design and Methods*. Sage, Los Angeles.