

MODULE TITLE: MANAGING PROJECTS IN THE ORGANISATION.

MODULE CODE: BMSW5104

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REPORT

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PROJECT TITLE: THE DELIGHTFUL CATERING PROJECT

1.Introduction

The initial inception of the Delight catering project is strongly aligned with the strong intent of introducing onsite catering facilities at Delightful Catering's premises which in turn will address their overall business objective while enhancing their employee well-being.

This report shows a detailed plan for implementing onsite catering facilities at Delightful Catering, as a means to attain the organisation's major objectives of promoting a healthy lifestyle, whilst reducing staff movement offsite especially during their lunch break.

1.1 An overview of the delightful catering project case study

Objectives of the project

The delightful catering project has the following objectives was set up with the following objectives below.

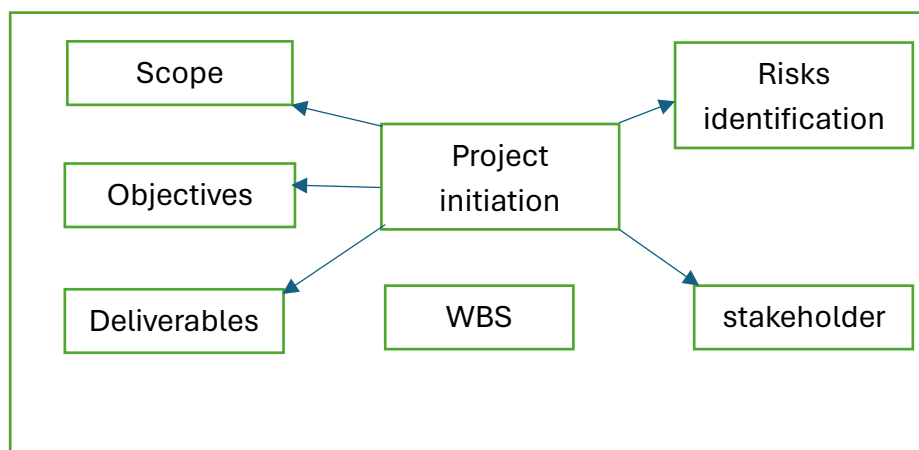
- To reduce staff movement from the premises during lunch breaks, alleviating congestion in the local area.
- To promote a healthy lifestyle among employees, contributing to corporate social responsibility (CSR) goals and reducing absenteeism.

2. The project life cycle stages of the Delightful Catering project

The project life cycle in this case explains the stages of the progress of the project progresses starting with from inception all the way to completion. The PLC provides a structured framework used to manage projects effectively, making sure all the required steps are done and the milestones met (Wang and Chen, 2023). The typical phases in a project life cycle include project initiation, project planning, project execution, monitoring and controlling and finally project closure. Delightful Catering project will follow the project plan below.

2.1 Project initiation

Figure 1. Project initiation



Source : author

At the project initiation stage of the project life cycle, the Delightful Catering project, the scope, objectives, deliverables, work break down structures, risk assessment are done.

In project life cycle a project scope defines boundaries for the project according to Favari (2023). By outlining the exact work needed to complete in order to achieve the project's goals, in the case of the Delightful catering project the following below were considered in the scope.

- a) **Deliverables:** The tangible outputs of the project, such as establishment of onsite catering facilities, implementation of a diverse and nutritious menu, introduction to even space rental services and introduction of health and wellness initiatives.
- b) **Tasks:** These are the specific actions required to produce the deliverables, that have been broken down into manageable steps. As per the Delightful catering project, the work breakdown structure of the project has tasks such as facility setup, menu planning and procurement, staff training, and marketing and communication.
- c) **Resources:** These include people (human resources), materials, equipment and budget allocated to complete the project tasks.
- d) **Timeline:** these are indicated on the Gantt chart which clearly indicated the timeframe for completing the project, clearly specifying the milestones and deadlines for the main deliverables. In the case of the Delightful catering project all tasks were completed within 9 months.

A well-defined scope provides project clarity and alignment creating a clear understanding of the goals, expectations and limitations and therefore reducing confusion. A good scope allows proper project management, minimises risks and ensures client satisfaction. Effective defining and managing project scope, increases chances of project success and ensures the timely delivery of the intended results within budget.

2.2 Project planning

The Project planning is a critical phase in project management where the roadmap to achieve the project's goals are defined (Feeney et al., 2011). It works like a blueprint of the project, by outlining the required resources, steps, and timeline needed to achieve the project objectives. Project planning started with setting SMART goals and breaking them down into Objectives. This involve further break down of large goals smaller and more achievable objectives. These objectives formed the milestones along the way, by guiding progress of the project towards the final goals.

As for the Delightful catering project, the project planning involved the following.

a) **Resource Allocation**

The required resources in completing the project were allocated including financial and non-financial resources.

- **People (human resources):** These are the people involved in the project, depending on their skills and level of expertise.

- **Equipment & Materials:** The necessary equipment, materials, needed to complete the tasks were selected.
- **Budget:** Estimated costs associated in terms of labour, equipment, materials, were set and in this case a £50,000 budget was allocated for the event space rental Setup,40,000 for onsite healthcare services implementation£30,000 for healthy food options development, £20,000 for marketing and communication and £10,000 for contingency

b) *Timeline and Scheduling*

- **Creating a Project Schedule:** As per the Delight catering project, developing a realistic timeline for completion of the project tasks and deliverables is critical (Bin Ahmad, 2021) The Gantt chart will be used to visualize the schedule and identify any potential bottlenecks.
The project timeline is set to 9 months, celebrating milestones along the way to ensure successful event space setup, healthcare services implementation, and healthy food options.

c) *Communication and Risk Management:*

As per the Delightful catering project, a communication plan was established to ensure clear project information sharing among stakeholders, clients, and team members. Moreover, continuous risk assessments were conducted, and risk mitigation plans drafted, adjusted and readjusted to address the risks and avoid untimely delays. Comprehensive following of the above steps and using the most appropriate tools, during the project planning phase will enable the completion of the Delight catering project in time.

2.3 Project execution

The Delightful catering project goals at the project execution stage include the following.

- 1.Setting up the facility
- 2.Healthy foods menu development
- 3.Staff recruitment and Training
4. Marketing, launch & promotion

Because the project execution is key to bringing the Delightful Catering project plan to life, the focus shall be on the following key elements at this stage.

Resource Management: Have in place the right people, materials, equipment, and a budget allocated to complete the Delightful Catering project tasks effectively through effective recruitment and training of staff as suggested by Price et al (2017), and development of healthy food options menus.

Task Management: Breaking down deliverables into manageable tasks assigned clear ownership and realistic time lines. Use of Gantt chart as the project management tool to keep track of our progress and also identify any potential barriers. Such tasks will include the registration of the restaurant with local authorities, signing contracts and completing all the

necessary paperwork followed by the launch and promotion of the Delightful Catering restaurant after testing the services and the healthy food options.

Collaboration and Communication: Maintaining open communication channels between the clients, stake holders (suppliers, local authorities, customers) and our team members through regular progress updates, via meetings so that everyone stays on board.

Risk Management: Proactively identify potential risks in the execution of the Delightful Catering project and develop plans to minimise them. Such plans include having backup plans in place, for supply shortages, and any un expected delays.

Quality Management: Implement quality control procedures such as inspection and *testing and refining recipes* so that the project deliverables are up to the desired standards.

Schedule Management: Close monitoring of the progress according to the project timelines while addressing any deviations promptly to avoid any delays. Making sure that the interior designing/decoration, equipment installation & furnishing as well as launch and promotion are on schedule.

Change Management: Preparation of staff through training to adapt to changes like limitedness of resources, arising during execution. Managing of these changes effectively to minimise disruptions.

Stakeholder Management: Keeping the Delightful Catering project stakeholders up to date with the project progress and addressing their concerns. By maintaining regular communication to build trust and ensure that everyone is on the same page.

By effectively managing these key elements, the Delightful Catering project undergo a smooth and successful execution phase (Barbosa et al., 2021). With proactive management and careful attention to detail, the Delightful Catering project will achieve its goals.

2.4 Project Monitoring and control

As per the Delightful catering project management, monitoring, and control (M&C) is a critical process that will ensure the project stays on track and is able to achieves its goals. This procedure will work like a real-time navigation system for this project, by constantly checking the progress and making the necessary adjustments. M&C involves of the delightful catering project will involve the following.

a) Monitoring:

At this stage, the project progress will be continuously observed and tracked against the pre-defined project plan. Data will be gathered regarding various aspects such as:

- I. **Schedules:** making sure tasks are completed on time and un necessary delays avoided.
- II. **Budget:** Expenses will be kept within the allocated budget to avoid any cost overruns.
- III. **Scope:** Making sure that the project deliverables are meeting the expected quality standards and avoid adding features outside the original plan.

- IV. **Resource Utilization:** Making sure that all the resources (people, equipment, materials) are being used efficiently.
- V. **Risks:** Emerging potential risks which could delay the project will be identified and mitigated.

b) **Control:**

Corrective actions will be taken based on the information gathered during monitoring to make sure that the project stays on course. For this to happen, we shall apply the following control activities.

Take action on delays: we shall Identify the root cause of delays and implement corrective actions to get back on schedule. This will include adjustment of timelines, resources reallocating.

Manage the budget: Identify and address any cost overruns. This may involve renegotiating contracts with vendors, cost-cutting measures, and perhaps seek additional funding if necessary.

Management of scope creep: Proactive management of requests for additional features including changes that fall not included in the original scope. This will include prioritizing tasks, negotiating with stakeholders, and explain the impact of scope changes on the schedule and budget.

Optimizing resource allocation: Ensure effective use of resources and also address any resource bottlenecks that may arise.

Mitigating risks: Implement risk mitigation plans that will be addressing potential issues. Through the implementation of a robust project monitoring and control system, the delightful catering project managers will increase their chances of project success significantly (Karkkainen, 2023). However this will remain an ongoing process requiring data-driven decision making, vigilance, and also clear communication to and hence ensuring that the project can reach the desired destination.

2.5 Project closure

Project closure, which is sometimes referred at as the project termination, is the last phase in the project life cycle (Keshta, 2022). This phase will mark the official completion of the project and will make sure that the transition of the Delightful catering project from the project phase to its operational phase as well as its complete disbandment is smooth. The key activities in project closure phase would include the following.

1. Deliverable Completion and Acceptance

At this stage the project manager will ensure that all project deliverables have already been finalized, and are meeting the quality standards agreed-upon, as well as are formally accepted by the stakeholders or clients. This means that the delightful catering project documentation for example training materials, or equipment specifications, user manuals, will have been finalized and also delivered to the premises.

2. Project Evaluation and Lessons Learned:

This is another critical step which will ensure continuous improvement in Delightful catering's future projects. At this stage, the Delightful catering project team members will take time to reflect on the challenges and success of the project.

- Main questions to consider during the reflection have to do with:
 - The achievement of the project goals.
 - Things that went well
 - Things that we could have done better.
 - Lessons learned that are applicable to Delightful catering's future projects.
- The learnings and insights gained would be documented in a report done at the project closure for purposes of future reference.

3. Administrative Closure:

- Administrative closure will involve the finalization of all administrative tasks associated with the project that have been outstanding. This includes the following.
 - Settlement of all the outstanding financial obligations that delightful catering has with contractors and vendors.
 - Closure of project accounts.
 - Placing project document in archives for future reference.
 - Release all project resources (equipment, people,) to be used in other projects as well.

4. Project Team Recognition and Disbanding:

It is important to acknowledge the project team's efforts are acknowledged and appreciated. This would be done inform of a celebration and then the team is officially disbanded, and the members of the team released to their project roles or reassigned to other projects.

5. Handover and Post-Project Support

In the case of project deliverables transitioning into an operational phase, delightful catering's team will conduct an official handover to the new team to take over operations. The necessary training will be provided by the team as well as the documentation so that the transition is a smooth one. Where necessary a defined period of post-project support will be provided as a means to addressing any initial challenges and also questions that may arise in the beginning of the operational phase. Conducting a project closure in a structured way, enables project managers to make sure they maximize the project's value, have a successful completion, and also create room for continuous improvement in the project's future.

3. Analysing the methodologies and tools used in the Delightful Catering project.

Many tools were used in the implementation of the delightful catering project. Some of the common tools used include the following.

3.1 Project Scope Statement

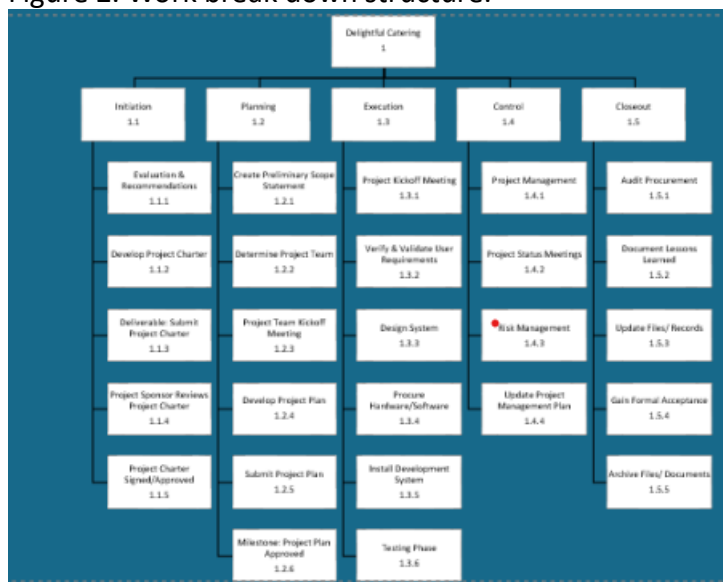
This formal document was used to outline the the project goals, deliverables, exclusions, and acceptance criteria (Akhwaba et al., 2020). Application of the project scope statement gave Delightful catering project manager Clarity and Alignment, Improved Planning, Effective Communication and Reduced Scope Creep. However it created challenges such as Limited Flexibility, it was Overly Time-Consuming to create, as well as Change Management Challenges

3.2 Work Breakdown Structure (WBS)

The WBS was used by the delightful catering project manager to breakdown the project deliverables into smaller, more manageable tasks (Dewi et al., 2020). As a result, this led clarity and transparency, improved planning and estimations, enhanced communication and collaboration, improved risk management, and project control, On the other hand, it leads to issues such as limited flexibility, focus on deliverables instead of outcomes and created potential for misunderstandings.

The delightful catering project applied the work breakdown structure in figure 2 below.

Figure 2. Work break down structure.



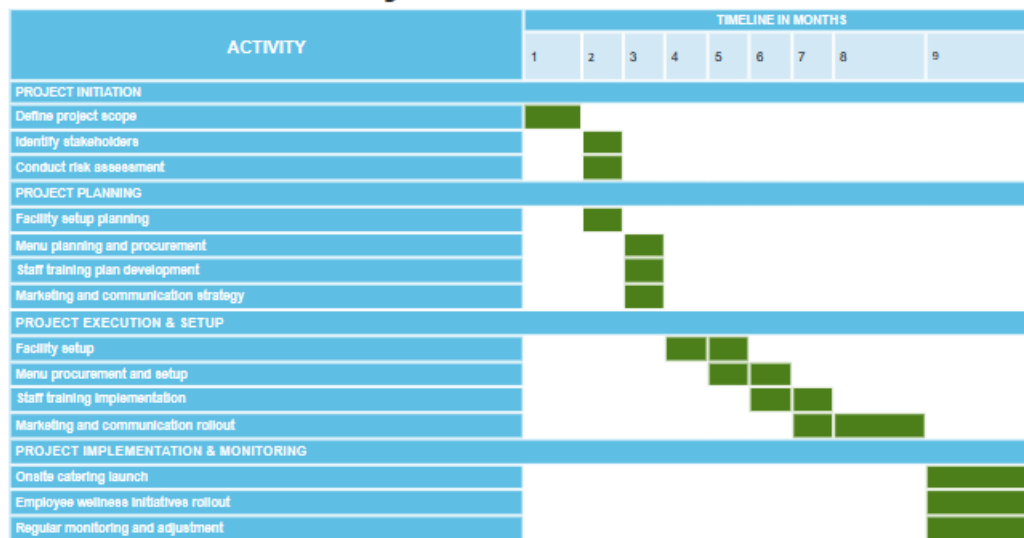
Source : Author

3.3 Gantt Chart

This is used as visual representation of the project timeline, indicating the time to be spent on each task (Shibuya and Chen, 2021). while the Gantt charts were able to provide clarity and simplicity, improved communication, enhanced planning, and progress monitoring. However, they have challenges such as detail limitedness, complexity for large projects, limitedness in resource management and difficulty in reflecting changes.

The delightful catering project applied the Gantt chart in figure 3 below.

Figure 3. Gantt chart.



Source : Author

3.4 Stakeholder Analysis

The use of stakeholder analysis to identify the groups or individuals who can influence or are impacted by the project is very crucial in the delightful catering project implementation (Balane et al., 2020). Stakeholder analysis leads to improved decision-making, enhanced communication and collaboration, proactive risk management as well as increased project buy-in. However, on the other hand it may be time and effort consuming, one may find difficulty in identifying all stakeholders, lead to data overload, not be accurate enough due to the dynamic stakeholder landscape as well as create potential for bias in the project implementation.

The delightful catering project applied the stakeholder analysis in figure 4 below.

Figure 4. Stakeholder analysis of the Delightful Catering project

Stakeholder	Role/Interest	Influence/Power	Engagement Strategy
Employees	End users of catering services	Moderate to High	Involve in menu planning, gather feedback, provide training on healthy food options
Management	Decision makers	High	Present business case, provide regular updates on project progress
Customers	Beneficiaries of services	Moderate to High	Conduct surveys, gather feedback, ensure satisfaction with offerings
Suppliers	Providers of ingredients/equipment	Moderate	Negotiate contracts, ensure timely delivery, maintain positive relationships
Regulators	Ensure compliance with health/safety standards	High	Stay informed of regulations, obtain necessary permits/licenses

Source: Author

5. Conclusion

In conclusion, project management within an organisation can be a challenging experience that requires the team to understand the scope of the project, the timelines required to complete the tasks in order to achieve the desired outcomes. Stakeholder analysis and risk management were found to be critical throughout the project implementation as the circumstances under which the project is implemented keep changing from time to time.

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