



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

PROJECT PLANNING

Relocation of the Supreme Coffee Shop (SCS) to Kennington Park.

Prepared for

John Paul Okeoma Okeke

Prepared by

Magandazi Daniel Katakaya	1605751	M.D.K
Nahid Sultana	1605705	N.S
Mohammed Shahin	1605776	M.S
Mohammad Alam	1605813	M.A

December 19, 2017

Certificate in skills for the work place

Table of Contents

INTRODUCTION	3
Purpose of the plan. M.D.K.....	3
Background. N.S.....	3
Project approach. N.S	3
WBS . M.D.K.....	4
GOALS AND OBJECTIVES. M.S.....	5
SCOPE.....	5
Scope definitions. N.S	5
Items beyond scope N.S.....	5
COST AND TIMESCALE. M.A	5
PROJECTED BUDGET .M.S	5
COST/BENEFIT ANALYSIS. M.S.....	6
Risk assessment. N.S	6
Risk identification. M.S	6
Risk prevention. M.A.....	7
Risk management. N.S	7
Milestones M.A	7
ASSUMPTIONS	8
Project Assumptions. M.S	8
CONSTRAINTS	8
PROJECT CONSTRAINTS. M.A.....	8
Related projects. M.A	8
Critical project barriers. M.D.K	8
PROJECT MANAGEMENT APPROACH	8
Project roles and responsibilities. N.S.....	8
Project organisation structure M.D.K	9
Issues management. M.D.K	10
Communication plan. M.D.K.....	10
PROJECT CONTROL M.D.K.....	10
REFERENCES.....	11
APENDICIES	12
1.1 PDI DOCUMENT	12

INTRODUCTION

Purpose of the plan. M.D.K

The purpose of this plan is to define the project, its goals and objectives. The plan will serve to establish a new home for the Supreme Coffee Shop(SCS), within the Kennington park to provide services to the all the service users. The accomplishment of this project will enable the park service users cut down on unnecessary breaks spent going out of the park on coffee breaks, by providing them a service where they simply text their orders to the SCS and they are delivered at their desk. The plan also facilitates an agreement between the project sponsors, the project manager, his team, and any other stakeholders involved in the project.

Background. N.S

The absence of a local coffee shop that delivers coffee to the park service users at their work desks within minutes represents a business opportunity. If an employee spends 5-10 minutes off their desk to get a coffee or snack from shops outside the park, it creates a time management problem with a knock-on effect which affects every aspect of the businesses indirectly. For every hour, for instance, if every business has 1 employee losing ten minutes while trying to get a coffee and a snack. On average a company with 8 employees loses 1:30 minutes on an 8hour shift. This is loss affects the employee's productivity and essentially the quality of services the company is offering. SCS intends to solve this problem by delivering the coffee and snacks to worker's desks as well as provide a sitting place for them during their other breaks.

Project approach. N.S

The project will therefore be approached in the following manner;

Phase 1: Carryout the project initiation and planning with the team in week 1.

Phase 2: Business case and location analysis will be done in week 2.

Phase 3: Collection of all required licenses or approvals by end of week 3.

Phase 4: Leasing/purchase of the required equipment and space in week 4.

Phase 5: Modification, design or improvement of new leaseholds/space to done in week 7.

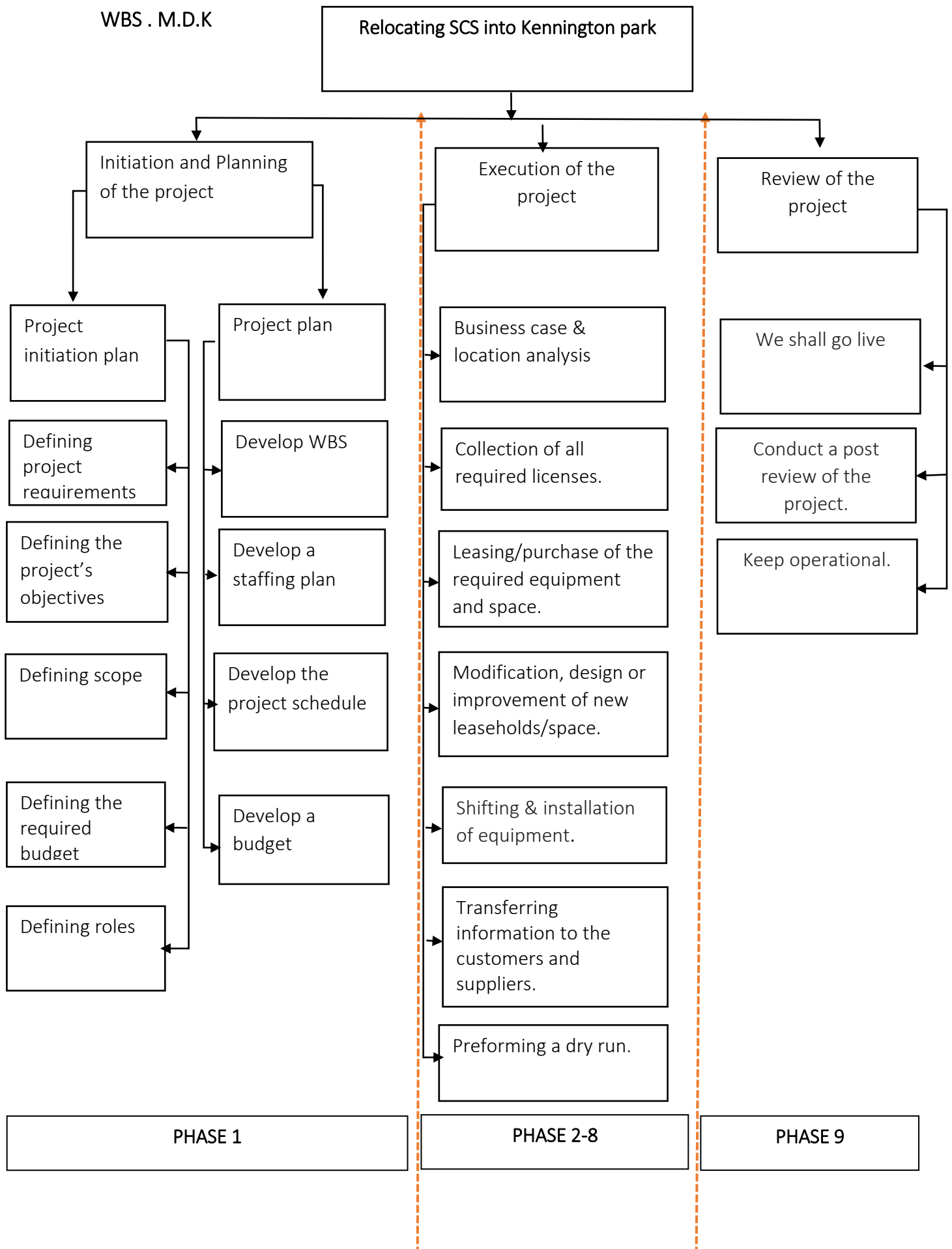
Phase 6: Shifting & installation of equipment into the new leaseholds/space with in week 8.

Phase 7: Transferring information to the customers and suppliers in week 8.

Phase 8: We shall perform a dry run and test all the software and the system we want to use in preparation for the launch in week 9.

Phase 9: We shall go live/ start operating in week 9.

WBS . M.D.K



GOALS AND OBJECTIVES. M.S

The objectives of the project are as follows;

- To relocate SCS to the Kennington business park within a period of 9 weeks under a budget of £30K.
- To reduce time wastage by service users taking breaks off their work to go outside the park to get a coffee and snack by providing them with the convenience of text ordering at the SCS. Close monitoring of our text orders and walk-in customers will enable us to scale our progress as time goes on.

SCOPE

Scope definitions. N.S

According to Shaltry (2017), a project scope statement defines what will be approached under the project and what will not be to remove the scope creep problem.

Items beyond scope N.S

Any integration in the business strategy or commercial operation.

Recruiting required employees (if any).

Cost and Timescale. M.A

The overall project is expected to cost just under £30K an investment to be sponsored by the senior management team of SCS Ltd. The business case, location analysis, collection of all required licenses, Leasing/purchase of the required equipment, Modification, design of the SCS, Shifting & installation of equipment will be done in the first 6 weeks. Marketing, sourcing suppliers, and performing a dry run will take place in week 8 and the launch will be in week 9. We shall give it 4 more weeks to evaluate the success of the project.

Projected budget .M.S

The breakdown of the estimated project expanses is as indicated in the table below;

Items	Cost
Legal	£9000
Required documentation for the legitimization of the business.	
Lease and Rent of the location.	
Recruitment of potential legal representatives	
The latest safety, sustainability and differently able person's requirements.	
Location Feasibility study	£4000
Study of potential business competitors.	
Study about the park service users.	
Search for suitable space.	
Brand image development.	
Exterior and Interior design	£8000
Development of ideas for interior and exterior design.	
Internal design element	
Required materials for services to be provided at the shop	£3000

Generation of coffee menus	
Coffee and tea	
Juice and deserts	
Required Equipment	£4500
Coffee Machine	
Cappuccino Machine	
Espresso Machine	
Refrigerator for deserts	
Tea brewers	
Coffee Grinders	
Blenders and kitchen tools	
Transection machine to use credit card	
Papers, coffee filters, cups, lids and holders	
Total Cost	£28,500

Cost/Benefit Analysis. M.S

This project plan gives details about the project cost. Mishan and Quah (2007) suggest that the cost benefit analysis represents the difference between the required costs and the total budget. In this project, the cost benefits analysis has been done as follows below;

Required Item	Required Cost	Total Budget
Legal	£9000	£30,000
Location Feasibility study	£4000	
Exterior and Interior design	£8000	
Services provided at shop	£3000	
Required Equipment	£4500	
Total required cost	£28,500	

Total Cost Benefit = £28,500 - £30,000 = £1,500

The financial saving would be £1,500. Many other non-financial saving would be made. The non-financial savings such as improvement of the employees, improvement of the brand image and the overall performance of this shop would be accomplished.

Risk assessment. N.S

Risk management involves the assessment, measurement, raking of the risks and the development of the action plan to avoid, mitigate or to face the risks (Hyväri, 2016).

Risk identification. M.S

Many risks are expected to be met while we carry out the SCS project. Some of them include the ones listed below;

- Failure to collect approvals and license in time.
- Damaging of the equipment we use and other assets.

- Accidents.
- Failure to coordinate or the missing of a single task may affect the business severely (e.g. transfer of information to customer).
- Employee turnover and some members may not be cooperative.

Risk prevention. M.A

To prevent some of the available risks expected during the implementation of the project we shall use the following approach below;

- The applications shall be submitted before we commit resources to the project to avoid bottlenecks during the whole process.
- We shall ensure proper training of staff before they operate any machines in the shop.
- Develop a check list of tasks to be done and delegate individuals with a proper reporting and communication plan on the progress.

Risk management. N.S

Managing risks is a part of project management. Considering the various stakeholders' perspectives, presents various risks in the project. The relationship between projects in today's complex environment and how these inter relations may affect each party is a subject that requires deeper understanding (Sandhu, 2004). We therefore decided that a risk log/risk register would be developed & reviewed on a weekly basis to keep the project stakeholders updated or aware about the issue. The Probability and severity rating of (1-5) shall be made and risk monitoring/responses developed.

Risk monitoring. M.D.K

The application process to be followed through to completion.

- Employees to be trained well on the use of equipment.
- Employees to be trained on health and safety to avoid and manage accidents.
- Development comprehensive a checklist of the tasks to be done, will reduce the probability of any discrepancies.
- We shall design a good package to ensure employee retention.

Milestones M.A

Milestones	Target date:
Business case and location analysis will be done.	05.11.2017
Modification of the new leaseholds/space.	26.11.2017
Launch of the SCS	18.12.2017
Post-implementation Review	15.01.2018

ASSUMPTIONS

Project Assumptions. M.S

The project has been developed based on the assumptions that:

1. The recruited employees of SCS would be eager to operate the business better in the relocated place.
2. The set time lines of completion of each phase are realistic and that all the stake holders will buy into the project's objectives, culture and way of work.
3. The relocation of the supreme coffee shop will be completed within the prescribed cost (30K).
4. The identified risks will be mitigated to reduce the unwanted difficulties in this project.
5. We shall have an effective communication plan which ensures appropriate modes and levels of communication between all stakeholders involved in the project.

CONSTRAINTS

Project constraints. M.A

Changing prices may stretch the actual estimated cost of the project.

Some members are not cooperative and therefore do not deliver as expected.

Related projects. M.A

At the moment there are no related projects being executed with in the Kennington park

Critical project barriers. M.D.K

The withdrawal of the project funding and in the instance that any natural disaster occurs the project may not continue.

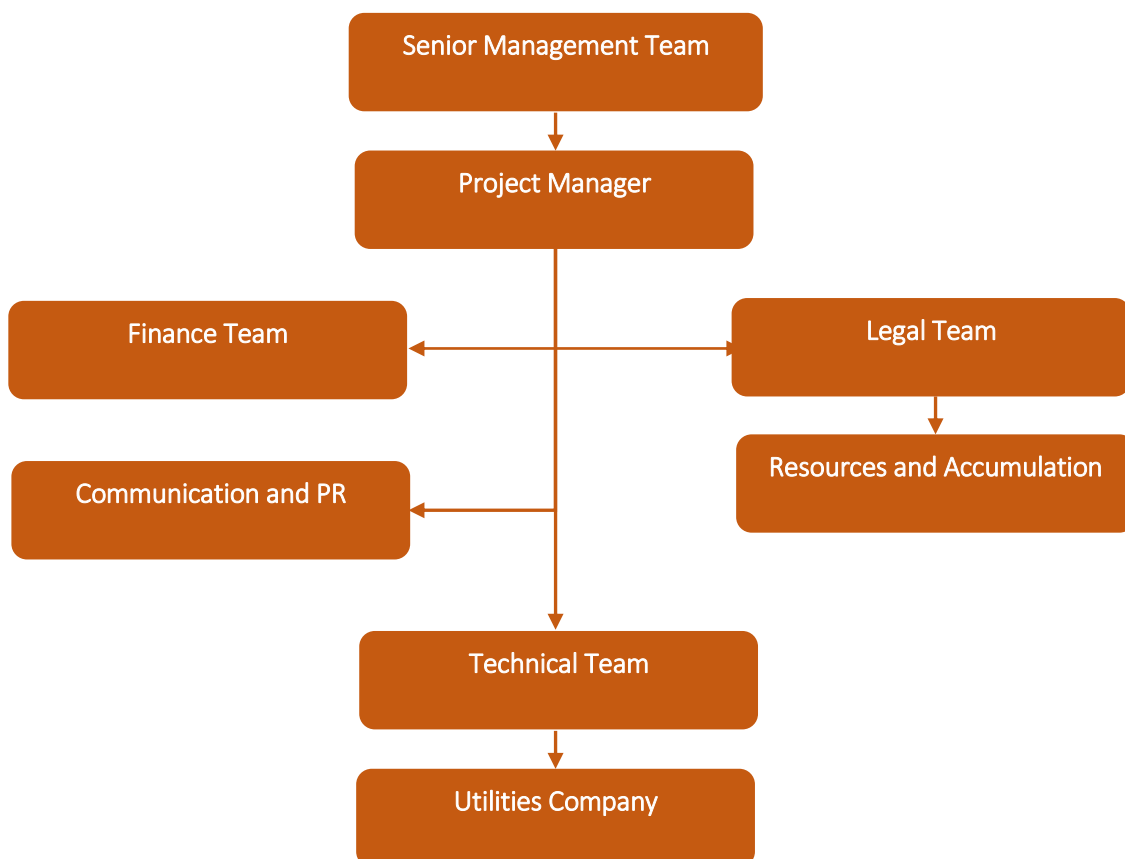
PROJECT MANAGEMENT APPROACH

Project roles and responsibilities. N.S

Role	Responsibilities
Project Sponsor	• Responsible for project business case. • Integrating the project in the stake holders' organization.
Project Manager	• Forming the project plan. • Coordinating, & monitoring the activities. • Leading & motivating (negotiating internal conflicts). • Communicating with all the related parties. • Reporting to the sponsors or steering group.

Finance Team	• Analysis business case. • Collecting and committing financial resources.
Resources Accumulation Team	• Leasing equipment and space.
Legal team	• Collecting all required licenses or approvals. • Closing all legal procedures.
Communication and public relation team	• Transferring information to the customers and suppliers. • Collaboration with legal authority, land lord and other external stake holders.
Technical team	• Designing the premises & installing equipment.
Utility Company: External Stakeholders	• shifting & installing equipment.

Project organisation structure M.D.K



Issues management. M.D.K

As the projects progresses, some of the information with in the plan is expected to change. However, any changes on the project may have an impact on the time and resources available or even the quality of the project itself. It will therefore require constant modification of the plan and it shall be done using the approach below;

1. Documentation of the issue by the project manager soon as it is realized.
2. A review on the change and the determined impact associated with it will be done and the issue forwarded to the SCS senior management team, together with potential recommendations for a decision to be made.
3. The senior management will agree on the approval or denial of the change depending on the PM's recommendations and the original project plan content.
4. After the decision to approve or deny the change request by the SCS senior management Team, the PM will inform the originator of the request of the decision and the expected action to be taken.

Communication plan. M.D.K

The communication plan below serves as a guide for engaging all the stakeholders during and after the process of execution of the project. We shall use the Top-Down approach where the SCS Senior management team will communicate and receive information on matters related to the project on a united front, directly with all other stake holders. Change requests and solutions to problems faced in the project execution to be communicated using a Bottom-Up approach to minimize change resistance by project participants. This way all team members will get a sense of ownership on the responsibility of the project success. For this to happen we shall make good use of the following communication methods and channels;

1. A status reports to be made and sent to the SCS senior management team detailing a summary of the completed, scheduled tasks for the week before and the one that follows along with issues and resolution of the issues.
2. Weekly status report meetings will be conducted where the PM will bring the senior management team up to speed with the progress of the project.

PROJECT CONTROL M.D.K

A list of project control plans shall be developed to manage and control the quality of the work done, manage the changes in the project, manage issues that may arise during the project, and mitigate the risks. These will include the quality management plan, change management plan, issue management plan and risk management plan.

REFERENCES

- Hyväri, I. (2016) Project management effectiveness in project-oriented business organizations. *International Journal of Project Management*, 24(3), pp.216-225.
- Mishan, E.J. and Quah, E. (2007). Cost-benefit analysis. Routledge.
- Sandhu, M.A. (2004). "Business process development in project-based industry", *Business Process Management Journal*, Vol. 10 No. 6, pp. 673-90.
- Shaltry, P. (2017). Program management for improved business results. *Project Management Journal*, 38(3), pp.92-92.

APENDICIES

1.1 PDI DOCUMENT

1.3 Project Initiation Document (PID)	Tick when complete ✓
Section 1 – What is the project all about?	
Project Title: Relocation of the Supreme Coffee Shop (SCS) to Kennington park to enable the park service users save time spent on regular coffee breaks and consequently improve their time management, services quality and businesses.	M.D. K ✓
Background The absence of a local coffee shop that delivers coffee to employees at their work desks within minutes represents a business opportunity. On average, an employee would have to spend 5-10 minutes off their desk to get a coffee or snack from shops outside the park. This creates a time management problem with a knock-on effect which affects every aspect of the businesses indirectly. For every hour, for instance, every business has 1 employee losing ten minutes while trying to get a coffee and a snack. On average a company with 8 employees loses 1:30 minutes on an 8hour shift. This is loss affects the employee's productivity and essentially the quality of services the company is offering. SCS intends to solve this problem by delivering the coffee and snacks to worker's desks as well as provide a sitting place for them to sit during their other breaks.	N. S ✓
Purpose. The purpose of the project is to establish a new home for the SCS within the Kennington park to provide services to the all the park service users to cut down on unnecessary breaks spent going out of the park on coffee breaks by providing them a service where they simply text their orders to the SCS and they are delivered at their desk.	M.D. K ✓
Objectives The objectives of the project are as follows; • To relocate SCS to the Kennington business park within a period of 9 weeks under a budget of £30K. • To reduce time wastage by service users taking breaks off their work to go outside the park to get a coffee and snack by providing them with the convenience of text ordering at the SCS. Close monitoring of our text orders and walk-in customers will enable us to scale our progress as time goes on.	M.S ✓

Project scope The project will be approached in the following manner; The project will therefore be approached in the following manner; Phase 1: Carryout the project initiation and planning with the team in week 1. Phase 2: Business case and location analysis will be done in week 2. Phase 3: Collection of all required licenses or approvals by end of week 3. Phase 4: Leasing/purchase of the required equipment and space in week 4. Phase 5: Modification, design or improvement of new leaseholds/space to done in week 5. Phase 6: Shifting & installation of equipment into the new leaseholds/space with in week 7. Phase 7: Transferring information to the customers and suppliers in week 8. Phase 8: We shall perform a dry run and test all the software and the system we want to use in preparation for the launch in week 9. Phase 9: We shall go live/ start operating in week 9.	N. S ✓
Exclusions from scope Any integration in the business strategy or commercial operation Recruiting required employees (if any).	N. S ✓
Deliverables 1.Business case and location analysis to be completed by 5/11/2017. 2. Modification of new lease hold to be done by the 26/11/2017. 3. Launch of SCS will be done on the 18/12/2017. 4. Post Implementation will be carried out on the 5/01/ 2018.	M.S ✓
Constraints. Changing prices may stretch the actual estimated cost of the project. Some members were not cooperative and therefore would not deliver as expected.	M.A ✓
Assumptions The project has been developed based on the assumptions below: 1. The recruited employees of SCS would be eager to operate the business better in the relocated place. 2. The set time lines of completion of each phase are realistic and that all the stake holders will buy into the project's objectives, culture and way of work. 3. The relocation of the supreme coffee shop will be completed within the prescribed cost (30K). 4. The identified risks will be mitigated to reduce the unwanted difficulties in this project. 5. We shall have an effective communication plan which ensures appropriate modes and levels of communication between all stakeholders involved in the project.	M.S ✓

Section 2: Why should this project go ahead?																			
Business case: Project Benefits - Businesses with in the park will save money when their employees start having their coffee and snacks delivered at their work desks or with in the office premises. And this will have a knock-on effect on the quality of the services and products they are offering their clients, which translates into better business growth for the business. - Employees of businesses will enjoy the convenience of having their ordered coffee and snacks delivered to their desks which will have an impact of their productivity at work as a direct result of saving time which they would often waste walking out for the coffee. - SCS will grow its customer base in the process.			M.D. K ✓																
Options - Setting up coffee machines with in each business’s kitchenet. - Parking an electric van within the park and people come down and buy coffee and snacks.			M. A ✓																
Cost and Timescale The overall project is expected to cost just under £30K and this is investment will be sponsored by the senior management team of SCS Ltd. The business case, location analysis, collection of all required licenses, Leasing/purchase of the required equipment, Modification, design of the SCS, Shifting & installation of equipment will be done in the first 6 weeks. Marketing, sourcing suppliers, and performing a dry run will take place in week 8 and the launch will be in week 9. We shall give it 4 more weeks to evaluate the success of the project.			M.A ✓																
Cost/Benefit Analysis This project plan gives details about the project cost. The cost benefit analysis is a comparison between the required cost and the total budget. In this project, the cost benefits analysis has been done as follows: <table><tr><th>Required Item</th><th>Required Cost</th><th>Total Budget</th></tr><tr><td></td><td></td><td rowspan="6">£30,000</td></tr><tr><td>Legal</td><td>£9000</td></tr><tr><td>Location Feasibility study</td><td>£4000</td></tr><tr><td>Exterior and Interior design</td><td>£8000</td></tr><tr><td>Services provided at shop</td><td>£3000</td></tr><tr><td>Required Equipment</td><td>£4500</td></tr></table>			Required Item	Required Cost	Total Budget			£30,000	Legal	£9000	Location Feasibility study	£4000	Exterior and Interior design	£8000	Services provided at shop	£3000	Required Equipment	£4500	M.S ✓
Required Item	Required Cost	Total Budget																	
		£30,000																	
Legal	£9000																		
Location Feasibility study	£4000																		
Exterior and Interior design	£8000																		
Services provided at shop	£3000																		
Required Equipment	£4500																		

<u>Total Cost Benefit = £28,500 - £30,000 = £1,500</u> The financial saving would be about £1,500. Through this project, the non-financial saving would be possible. The plan would provide a proper guideline to carry out this project. The unwanted risks would be identified. Therefore, the strategy would be changed in accordance with the situation. It would make this project more pragmatic. The employee would be more efficient through working in this plan. Hence the non-financial profits such as improvement of the employees, improvement of the brand image and the overall performance of this shop would be accomplished.	
Risk Analysis: Risk Identification There are several risks to put in mind such as; • Failure to collect approvals and license in time. • Damaging of the equipment we use and other assets. • Accidents. • Failure to coordinate or the missing of a single task may affect the business severely (e.g. transfer of information to customer). • High employee turnover rates in the industry which may affect the business.	M.S ✓
Risk prevention • The application shall be submitted before we commit resources to the project to avoid bottlenecks during the whole process. • We shall ensure proper training of staff before they operate any machines in the shop. • Develop a check list of tasks to be done and delegate individuals with a proper reporting and communication plan on the progress. • An extensive employee retention plan shall be developed to boost employee retention.	M.A ✓
Risk Management Risk Log/risk register shall be developed & reviewed on a weekly basis to keep the project stakeholders updated or aware about the issue. Probability and severity rating of (1-5) made and risk monitoring/responses developed.	N. S ✓
Risk Monitoring • The application process to be followed through to completion. • Employees to be trained well on the use of equipment. • Employees to be trained on health and safety to avoid and manage accidents. • Development comprehensive checklist of the tasks to be done, will reduce the probability of any discrepancies.	M.D. K ✓

- We shall design a good package to ensure employee retention.

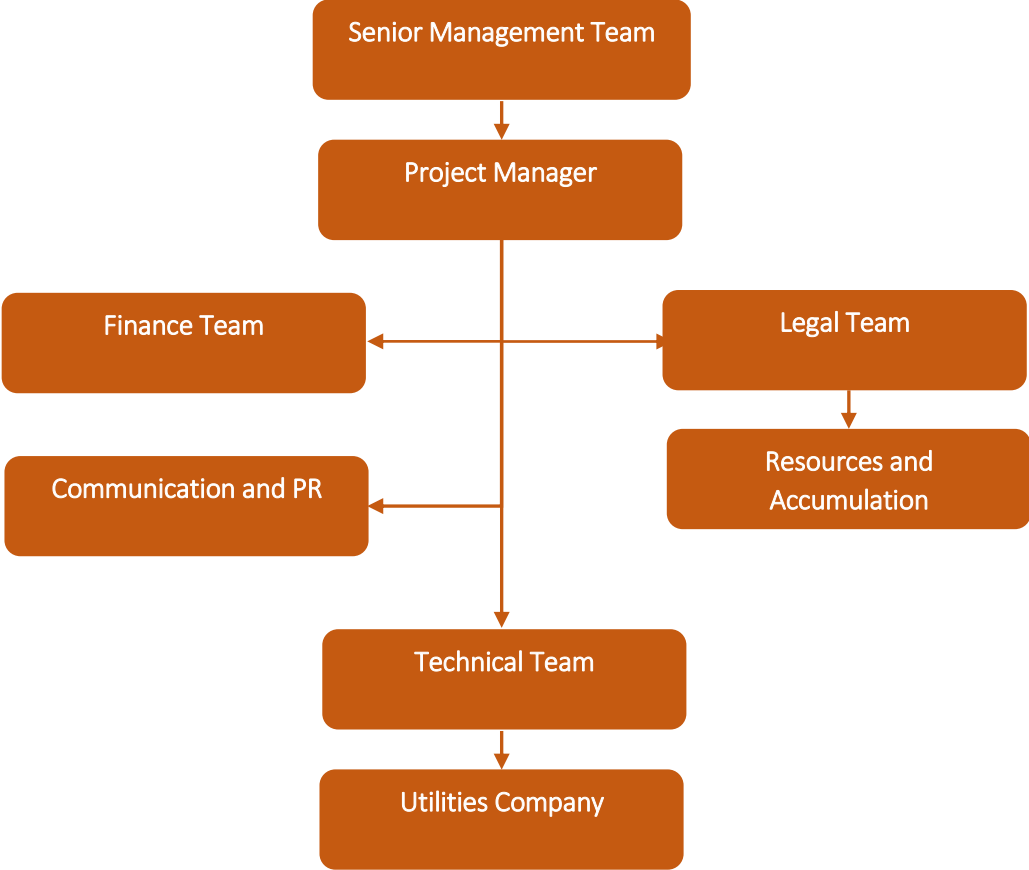
Section 3: Who will work on the project?

Roles and Responsibilities

Role	Responsibilities
Project Sponsor	• Responsible for project business case. • Integrating the project in the stake holders' organization.
Project Manager	• Forming the project plan • Coordinating, & monitoring the activities. • Leading & motivating (negotiating internal conflicts). • Communicating with all the related parties. • Reporting to the sponsors or steering group.
Finance Team	• Analysis business case & • Collecting and committing financial resources.
Resources Accumulation Team	• Leasing equipment and space.
Legal team	• Collecting all required licenses or approvals. • Closing all legal procedures.
Communication and public relation team	• Transferring information to the customers and suppliers. • Collaboration with legal authority, land lord and other external stake holders.
Technical team	• Designing the premises & installing equipment.
Utility Company: External Stakeholders	• shifting & installing equipment.

N. S



Project Organisation Chart/Structure diagram  <pre> graph TD SMT[Senior Management Team] --> PM[Project Manager] PM --> FT[Finance Team] PM --> LT[Legal Team] PM --> CPR[Communication and PR] PM --> TT[Technical Team] PM --> RA[Resources and Accumulation] TT --> UC[Utilities Company] </pre>	M.D. K ✓										
Names of Project Sponsor: SCS Senior Management Team	N. S ✓										
Project Manager (PM): Magandazi Daniel Katakaya	M.D. K ✓										
Section 4: How and when will the project be delivered?											
Initial Project Plan At the project the project manager will define the scope, objectives, the budget, and roles they are expected to take and ensure the successful completion of the project.	M.D. K ✓										
Assignments/Milestones <table border="1" data-bbox="100 1659 1115 1995"> <thead> <tr> <th>Milestones</th><th>Target date</th></tr> </thead> <tbody> <tr> <td>1. Business case and location analysis will be done.</td><td>05.11.2017</td></tr> <tr> <td>2. Modification of the new leaseholds/space.</td><td>26.11.2017</td></tr> <tr> <td>3. Launch of the SCS</td><td>18.12.2017</td></tr> <tr> <td>4. Post-implementation Review</td><td>15.01.2018</td></tr> </tbody> </table>	Milestones	Target date	1. Business case and location analysis will be done.	05.11.2017	2. Modification of the new leaseholds/space.	26.11.2017	3. Launch of the SCS	18.12.2017	4. Post-implementation Review	15.01.2018	M.A ✓
Milestones	Target date										
1. Business case and location analysis will be done.	05.11.2017										
2. Modification of the new leaseholds/space.	26.11.2017										
3. Launch of the SCS	18.12.2017										
4. Post-implementation Review	15.01.2018										

Schedule (Gantt Chart)

Activities	Week-01	Week-02	Week-03	Week-04	Week-05	Week-06	Week-07	Week-08	Week-09
Project initiation and planning									
Business case and location analysis									
Collection of all required licenses or approvals.									
Leasing/purchase of the required equipment and space.									
Modification, design or improvement of new leaseholds/space									
Modification, design or improvement of new leaseholds/space									
Shifting & installation of equipment into the new leaseholds/space									
Transferring information to the customers and suppliers									
Performing a dry run and test all the software and the systems and going live									

M.S



Human Resource Requirements:		
Project Team		
Names:	Role	
Magandazi Daniel Katakaya	Project Manager	ALL ✓
Nahid Sultana	Legal Resources and Accumulation Lead	
Mohammed Shahin	Finance team lead	
Mohammad Alam	Communications, PR, & Technician/Utilities company lead	
Support Staff No support staff required.		M.A ✓
Additional Staff: Not required		M. A ✓
Project Control: Monitoring mechanisms A list of project control plans shall be developed to manage and control the quality of the work done, manage the changes in the project, manage issues that may arise during the project, and mitigate the risks. These will include the quality management plan, change management plan, issue management plan and risk management plan.		M.D. K ✓
Communication channels and schedules. M.D.K (A.A) The communication plan below serves as a guide for engaging all the stakeholders during and after the process of execution of the project. The planning is intended for the project sponsor, project manager, project team members, other stake holders on the project. The shall use various modes of communication, such the Top-Down approach where the SCS Senior management team will communicate and receive information on matters related to the project on a united front, directly with all other stake holders. Change requests and solutions to problems faced in the project execution to be communicated using a Bottom-Up approach to minimize change resistance by project participants. This way all team members will get a sense of ownership on the responsibility of the project success. For this to happen we shall make good use of the following communication methods and channels; 1. A status reports to be made and sent to the SCS senior management team detailing a summary of the completed, scheduled tasks for the week before and the one that follows along with issues and resolution of the issues. 2. Weekly status report meetings will be conducted where the PM will bring the senior management team up to speed with the progress of the project.		M.D.K ✓
Quality Control A quality control plan shall be put in place to control the quality and other assurance activities that may need to be done during the project life cycle.		M.D. K ✓