

**NAME OF THE MODULE: MANAGING PROJECTS IN THE
ORGANISATION**

MODULE CODE: BMSW 5104

LECTURE NAME: PAUL-JANKINS

STUDENT NAME: JEREMIE-MUKANDA

STUDENT NUMBER:1816426

EXECUTIVE SUMMARY

After registrations of a benefit lost Biffa organisation have planned to implement a project in order to improve their communication skills, customer satisfaction and making within the organisation and looking to follow correctly the tools and technique during the project implementation.

TABLE OF CONTENT

A.SUMMARY

1.INTRODUCTION

1.A. Organisation Background

2 AIM OF THE PROJECT

3.PROJECT AND PROJECT MANAGEMENT

3.1 Project sponsors, stakeholders, and scope.

4. Tools & techniques of project management

4.1The Key element of a project

4.2Impact of Tools and technique of project management

4.3 Overview of Project libre

4.A Project tools and technique comparison

4.4 BIFFA ORGANISATION PROJECT GANTT CHART

4.5NETWORK DIAGRAM OF PROJECT DURATION

4.6. NETWORK DIAGRAM BUDGET AND COST

5. Project communication methods.

5.1 CLASSIFICATION FOR COMMUNICATION METHODS

6.BENEFITS OF PROJECT MANAGEMENT

7. CHARACTERISTIC OF PROJECT MANAGERS

8.ORGANISATIONAL STRUCTURE TO SUPPORT PROJECTS

9.Types of project; the project life cycle PRINCE2

10.Risk management techniques.

11.Appreciation of soft skills

12.Stakeholder analyses

13.Conclusion

14. REFERENCES

15.APPENDICES

1.INTRODUCTION

1.A. Organisation Background

Biffa waste and recycling company collecting bins around the country, Biffa are leading the waste and recycling industry. Biffa are working at over 195 sites across the length and breadth of the country, they service over 2.2 million households and collect 4.3 million bins per week just within their municipal division. From the company's conception in 1912, the business has improved far beyond waste collection and into recycling, treatment and energy generation service as well they are the UK's no.1 Industrial & Commercial waste collection service provider, the organization is covering a gigantic range of UK business sectors, counting manufacturing, retail and hospitality. The company household waste division is a leading, however in two years the organization have lost fifteen percent of its customers due to the lack of communication between stakeholders the company have lost contracts also few employees left the organization. (Biffa,2020)

The organisation have lost many customers and employees therefore, Biffa is going to put some strategies in place to regain customers in 1 year and to attract new customers with the objective to have contract with all the shops and restaurant in central London in 2 years therefore, the project manager going to formulate a plan for the implementation of the project and specify the relevant steps that must be followed and how the plan is going to be implemented. Communicate the project plans with appropriate colleagues and stakeholders. To develop knowledge and understanding of project management tools & techniques within the organisation and critically assess the usefulness of project management tools and techniques for managing a project within Biffa organisation. Plan how the organisation will implement the project and to anticipate lot of dangers also issues as possible by organising and controlling activities in order to successfully complete a project despite of all the risk the organisation may encounter during the project and critically evaluate my own ability to manage a project.(In class citation,2020)

During the report the project manager demonstrate the cause that made Biffa to lose customers ,the tools and technique the business are using, the risk assessment and how to improve customers satisfaction , and if the organisation complete the seven themes and seven

principle of PRINCE2(in class citation,2020). also, the how the project manager will be monitoring performance and quality as well the time of the project completion. (Project smart ,2020).

2 AIM OF THE PROJECT

Is to develop the importance of a good communication at work place and to improve customers satisfaction as well to set up a plan and to analyze how the company could regain his old customers also attract new customers in short period as well ameliorate or improve team communication skills.

3.PROJECT AND PROJECT MANAGEMENT

3.1 Project sponsors, stakeholders, and scope.

The senior manager are the sponsors and they did investigate what happened for the organisation to lose many customers and gave the project manager to set up a new strategy. The project manager should make sure every stakeholders know the key element such as : 1) the awareness of business and staff should be connected to the projects, 2) the requirement of project management tools and techniques within the company and 3) which project management tools and technique the organisation are using 4) the challenge obstacles that have prevented Biffa utilizing the tools and techniques appropriately when it been applying or adopting .the report going to use mixed-method methodology which will be helping the organisation from collecting and analysing the data. In this report Biffa will use interview and questionnaire techniques to collect the data from customers or no customers in order to success in this project. When establishing a project Biffa should ensure every member of staff are aware as well fully understand the Principe of the project management tools and techniques and what tools the organisation been using and if there is new one which one will be ? because, lack of depth understanding of PTT could result into unsuccessfully project and could affect the company performance.(Management science letters,2019).

In scope project will be communication training, project budget, meeting with stakeholders, visiting site, organisation marketing and the out scope dealing with lorry, staff wages and recruitment.

4. Tools & techniques of project management

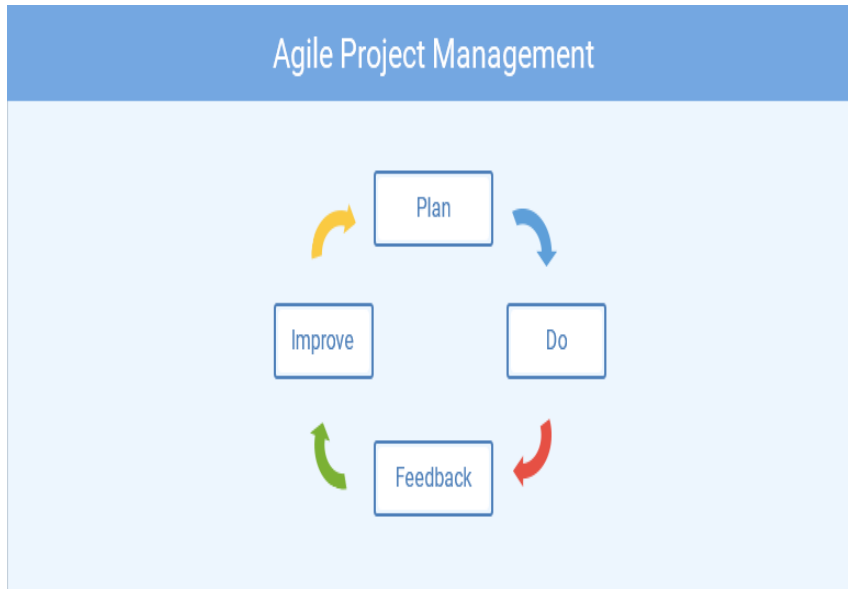
Project management tools and techniques will demonstrate the efficiency and effectiveness while managing and handling Biffa projects. We do understand that many organisations are applying tools and techniques around the world in order to success into their projects.

Biffa is one the big company in waste management industry, also few years ago the company was very attractive and well know company at the time the company was implementing accordingly the Agile project management and project libre tools .however when the Biffa start misusing the tools and technique they lost many of their customers therefore , during this report we have looked how they could attract their old customers and new customers in this modern business competitions.(Researchgate,2014)

4.1The Key element of a project

Biffa is using Agile project management technique and communication method which is a repetitive approach to deliver their project though is life cycle because they could amend their project as the project going along instead of following the linear path as well with Agile they could release the benefit during the project instead of waiting in the end. These was the techniques which allowed the organisation growth rapidly because it encourage diversity of ideas , and promoting continuity of improvement and include the customers to feel part of project for example , keeping in touch with the customers , updating customers and employees progress and feedback regarding the project as well changing the collection date, communicating effectively with customers and staff.(Association for project Management,2020)

Agile project management technique is usually based on the value-centred approach. It divide project into short and long term by utilizing, adaptive planning and continual improvement while the project is ongoing, for example most of the customers like the flexibility and it's the reason why Biffa is working 24/7 and encourage teams' self-organization as well enforce team collaboration .(Actitime,2019)



Looking at the diagram above we can see that without communication the company cannot achieve anything. The organisation ignoring today that successful project it demand strong communication skills .Below the report the project manager developed more about communication. the project manager should be in contact with the real challenges of the project, understanding the real problem within the team who will be delivering the project also understanding the issues of the customers who the team delivers the project for. The project manager must be present, visible and engaged with everyone is important – during the good times and the challenging times. (Actitime,2019)

4.2Impact of Tools and technique of project management

With today high competition on market every organization are under pressure to achieve at least the lowest success as well growth in the market. Therefore, the organisation has the obligation to understand how to use accordingly the project management tools and technique for example, if you look at the success on engineering and construction industry it due to the way they are considering and utilizing the tools and technique appropriately. The organisation and the project manager should be conscious of the project success criteria, determining the right tools and techniques for their project, and then saved them into the project documents and requirements. The project manager has the responsibility to observe or monitor the implementation of the practices. The organizational must support the project for example with Biffa project more than 60 percent of the project its internal before looking at the external like customers and others.

4.3 Overview of Project libre

Projectible it been strengthened recently it's an open source project intending update and refreshing a software tool, it proposed as an alternative to commercial software like Microsoft Project. It is free software, however it also compatible with other project management software that read and write (Projectlibre,2019)

the reason Biffa using this software it primarily easy and it work like excel and, because many people know excel it become even more easier. ProjectLibre is free to download you don't need a specific training before to start using it also once you get into it you will like it. it highly recommendable. Individuals who knows marketing automation program, they will know how to use this program (Trustraduis ,2020) with a qualitative holistic approach it allows the project manager to use it in order to describe the most commonly perceived tools as important for success, succeeding with : (1) Gantt chart, (2) work breakdown structures, (3) bottom up estimating, (4) contingency plans, (5) change requests, (6) progress report, (7) quality plan/ inspection, (8) kick-off meeting and (9) activity list.(Petro,2014)

4.A Project tools and technique comparison

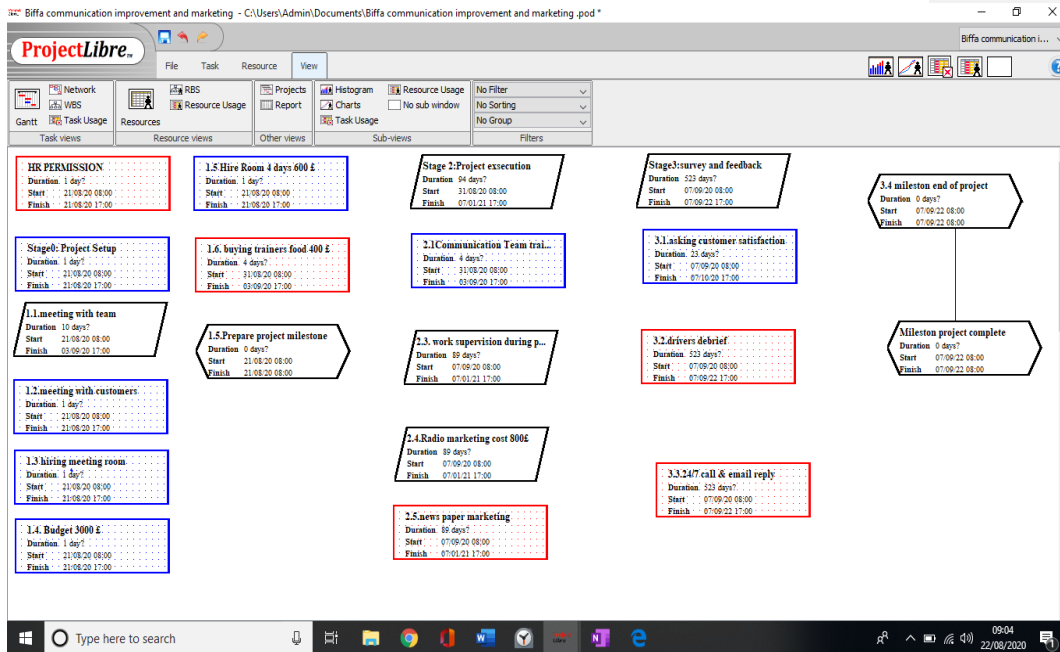
Comparing to other tools like Microsoft project the software is not always easy to use or intuitive. People are doing several Project courses even they have project management certificate, to better comprehend the software. although all the basics are on software, it demands experience and training in order to get the best out of it. working in a team with the software doesn't work well. The software no updating the right time for example with Biffa project if we added project managers there won't be a chance to work on the same project. In term of cost Microsoft project is very expensive. (Petro,2014)

4.4 BIFFA ORGANISATION PROJECT GANTT CHART

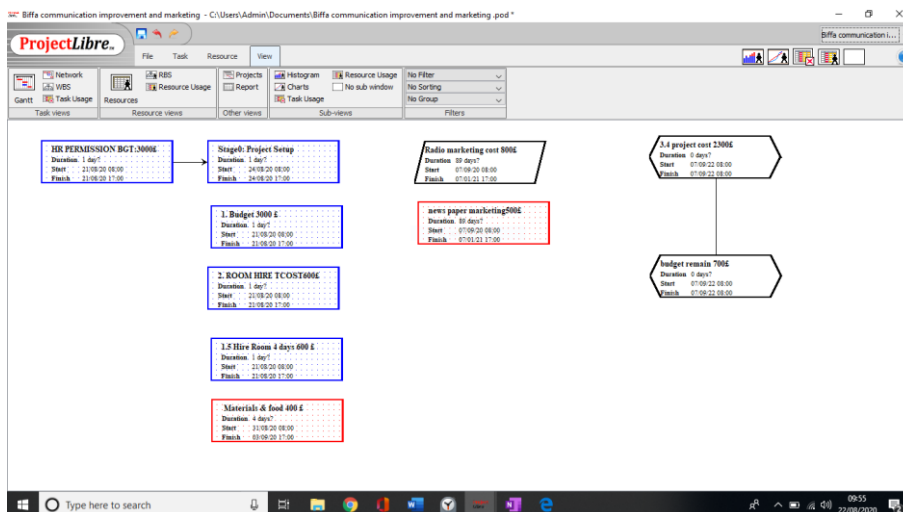
4.4.1 NETWORK DIAGRAM OF PROJECT DURATION

		Name	Duration	Start	Finish	Predecessors	Resource Names
1		HR PROJECT PERMISSION	1 day?	19/08/20 08:00	19/08/20 17:00		
2		Stage0: Project Setup	1 day?	21/08/20 08:00	21/08/20 17:00		
3		1.1.meeting with team	10 days?	21/08/20 08:00	03/09/20 17:00		
4		1.2.meeting with customer	1 day?	21/08/20 08:00	21/08/20 17:00		
5		1.3.hiring meeting room	1 day?	21/08/20 08:00	21/08/20 17:00		
6		1.4. Budget 3000 £	1 day?	21/08/20 08:00	21/08/20 17:00		
7		1.5 Hire Room 4 days 600	1 day?	21/08/20 08:00	21/08/20 17:00		
8		1.6. buying trainers food 4	4 days?	31/08/20 08:00	03/09/20 17:00		
9							
10		1.5.Prepare project milestone	0 days?	21/08/20 08:00	21/08/20 08:00		
11		Stage 2:Project execution	94 days?	31/08/20 08:00	07/01/21 17:00		
12		2.1.Communication Team tr	4 days?	31/08/20 08:00	03/09/20 17:00		
13		2.3. work supervision d	89 days?	07/09/20 08:00	07/01/21 17:00		
14		2.4.Radio marketing c	89 days?	07/09/20 08:00	07/01/21 17:00		
15		2.5.news paper market	89 days?	07/09/20 08:00	07/01/21 17:00		
16		2.2.buying food during tra	4 days?	31/08/20 08:00	03/09/20 17:00		
17		Stage3:survey and feedl	523 days?	07/09/20 08:00	07/09/22 17:00		
18		3.3.24/7 call & email reply	523 days?	07/09/20 08:00	07/09/22 17:00		
19		3.2.drivers debrief	523 days?	07/09/20 08:00	07/09/22 17:00		
20		3.1.asking customer satisf	23 days?	07/09/20 08:00	07/10/20 17:00		
21		3.4.mileston end of project	0 days?	07/09/22 08:00	07/09/22 08:00		
22							

4.5 NETWORK DIAGRAM OF PROJECT DURATION



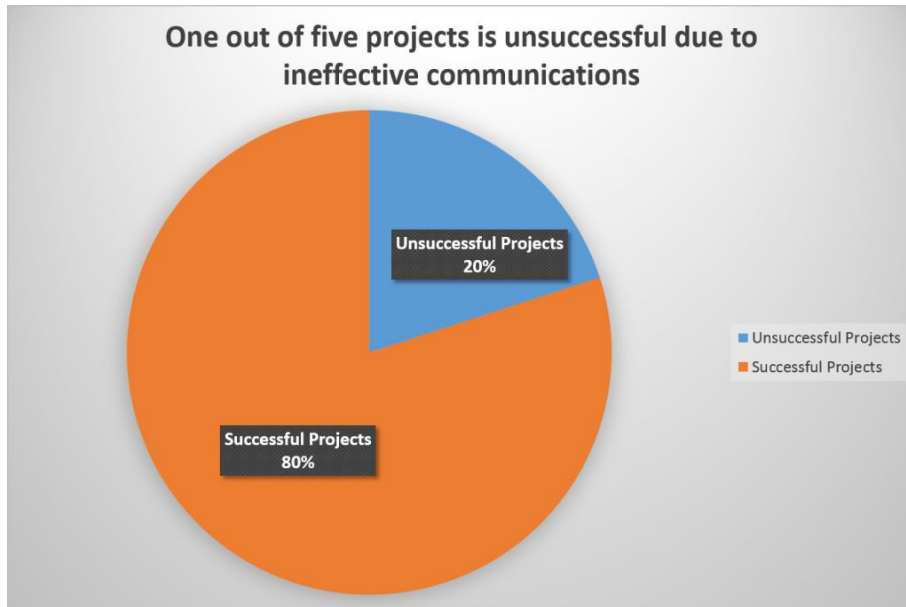
4.6.NETWORK DIAGRAM BUDGET AND COST



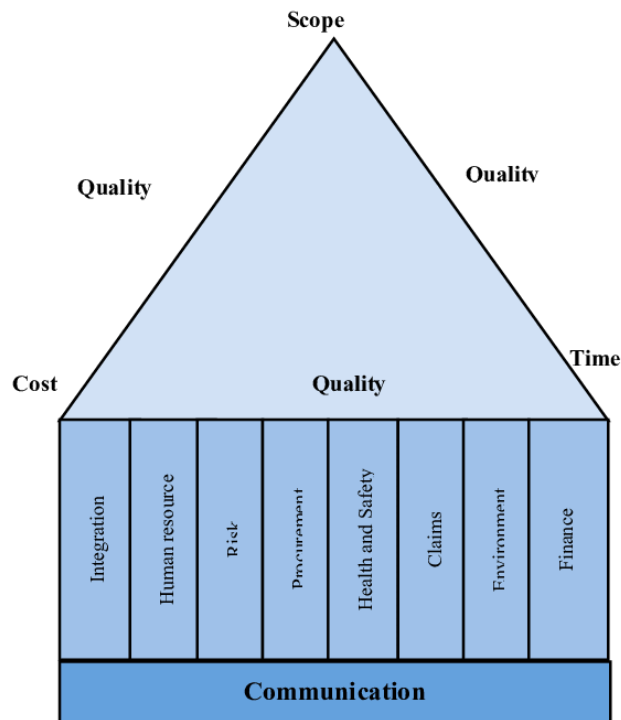
5. Project communication methods.

We all know that Communicating is not only about speaking to and hearing from others, it's about to comprehend the complete message. Unfortunately Biffa managers are not aware of language to use, the way of sending message with respect to tone, feeling and body language all play an important role in the communication process has changed forgetting that by applying incorrectly communication method, is resulting to the confusion message and misunderstanding of the real issues. The managers are not prepared to speak with all stakeholders. Further down the project manager explained which communication method the company will be adopting in order to successfully achieve the goal and objective of the project. (Imajica brand evolution,2020)

Today, Biffa they have found themselves not using the communication channel appropriately for example, the company don't give feedback to either customers or staff, chain communication breakdown the company not communicating effectively for example not meeting, not appraisal or improvement and customers struggling to get in touch with the management, some of customers don't know their bin collection day. Many organisations are using Agile project mainly software organisation because With that, they can organise numerous levels of their work structure, track long-term and short-term deadlines, use estimates in planning process, and create Kanban boards to monitor work progress.(Actitime,2019)



(Imajica brand evolution,2020)



(ResearchGate,2020)

Communication is the course of acquiring all relevant information, the project manager must interpret the information effectively and disseminate the information to the team who might need it. Communication is massively importance to the team involved in, and influenced by, projects. according to (Researchgate,2020) information is a data which was transformed or process in the format which give meaning. Communication is so important to success in our project and it's been the cause the organisation lost many customers due to the lack of communication it has been referred to as the heart of the project. the Project manager has the responsibility to share and to integrate the information and knowledge therefore, she/he require collaboration with team members and customers in order to achieve the goal and objective. It is very important for the project manager to make sure the team understand the communication process specially knowing the it is the reason the organisation is struggling to improve in the market. Basically, communication has three elements: a transmitter/sender, a transmission channel/medium and a receiver. A fourth component, the medium of communication, is the code in which a message is transmitted .in this project communication will start by a project manager and flow to other stakeholders , he have to make sure everyone understand the project therefore , in the Gantt chart meeting with team and customers is on stage one , because is the priority ensure stakeholders have better understanding of the project objective even if the project manager have to organise another meeting it doesn't matter as long stakeholders understood the project objectives.

With effective communication the project will avoid misunderstand. The success of the project will depend on the project manager and other stakeholders; however, the programme manager is the starting point of communication cycle. During the project implementation the project manager need to send information , asking question, instructing and building a better team that is the reason for communication in project management also the project manager need skills to speak, write and to listening competently .the role of feedback is very important in communication for example in order to know customers satisfaction after services we need feedback from them, because where feedback is absent it delayed improvement . Biffa neglected the feedback before for example, the customers complaining it hard to get staff member on the phone, that is the synonym of poor customer care. The system of collection feedback like if we look at Agile project management it increases communication and improve the organization. Project manager should monitor regularly and review the success of their communication method by taking feedback into consideration. The stakeholders should confirm they have understood the project because without good understanding communication won't be effective, and the project cannot be achieved. The project manager has the obligation to constantly selling and reselling the project ideas to other stakeholders explaining the scope and the methodologies of the through **communication**. (Researchgate,2014)

Commented [JM1]:

5.1 CLASSIFICATION FOR COMMUNICATION METHODS

Like it implied communication it one of the key component to achieve this project the project manager have adopted this three communication methods: 1) interactive communication: two or more people relating information through meeting, phone calls, video conference to effectively communicate. For example, with this pandemic period this method is very useful because you don't need to visit customer at the site to know if they are happy with the service.2) Push communication: the information is sent to recipient without their permission via email , voice mail , faxes and other means without making sure they do understand it. for example, during the project the project manager will be sending stakeholders some project update through email .3) Pull communication: the project manager will be sending information to other stakeholders when is requested.

The project manager and other stakeholders should have the responsibility to develop better communication skills, using email and means effectively, running meeting effectively and using template for communication. The manager should take into consideration the nine important T columns because it gives the best idea when communicating with the stakeholders (in class citation, 2020)

6.BENEFITS OF PROJECT MANAGEMENT

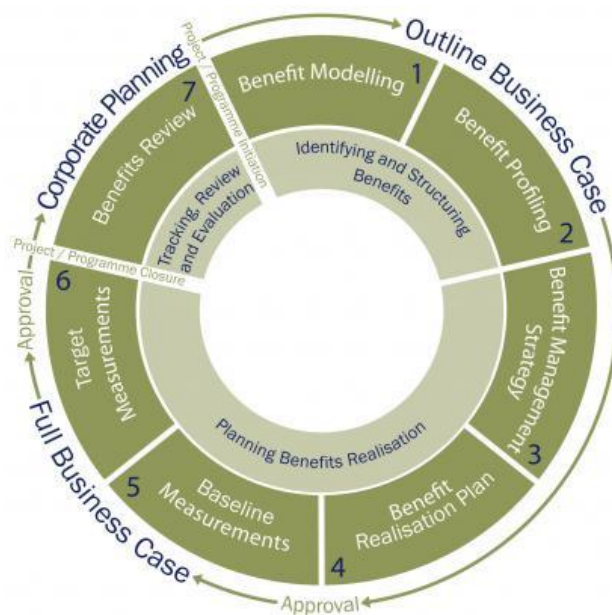
The most important by using project management framework is to improve the business value the benefit Biffa can get from using project management framework is to increase the effectiveness' of human contribution within the organisation, therefore the success of a project will be measure by efficiency in short term and it effectiveness by realising the future result in medium and long term (Badawi ,2016)

You identify the benefits of the project management when the organisation identifying, planning, measuring and tracking benefits from the start of the project like investment to the

end of the program benefits. The aims to ensure the benefits are specific, measurable, agreed, realistic and time bounded.

When looking at the project we can see that the improvement of communication and marketing will massively benefits Biffa organisation.

6.1The KEY STAGE OF PROJECT MANAGEMENT & BENEFIT OF PROJECT LIFECYCLE



Finally, Biffa organisation with holistic approach to the project needs put in place a strong focus when implementing the program for example supervision should be taken into consideration to ensure the communication between the stakeholders stay in place. (Indirect nibusinessinfo,2020)

6.BENEFITS OF PROJECT MANAGEMENT

The job or role of project manager is one of the key factors in order to achieve project success. Project managers has large responsibility also complex projects to deal with therefore, there is many factors to make sure that delivering and achieving a project is based on time, cost, and quality. Project manager should have the capability to deal with several kinds of individuals in good manner in different situations during the implementation of projects life cycle. the key responsibility of the project outcomes comes to the project managers; therefore, they need skills that could empower them to impact other stakeholders in effective way with the aims of covering the project objective.

7. CHARACTERISTIC OF PROJECT MANAGERS

There are six main skills that each project manager must pose in order to succeed in their managerial practices: a) manager cooperation, sincerity and his /her capability to comprehend different behavioural characteristics of the team members. B) effective leadership skills it must be possessed by project managers. c) managers with the ability of influencing and motivating other stakeholders toward covering the organization objectives. This reflects the ability of project manager to respect each staff member and accepting people on their situation and without any attempt to change them by force. For example, in Biffa there are other colleagues could not communicate with the customers due to her/his language barriers in that situation managers need to encourage them to improve their English. d) Managers should have the skills to recognise the conflicts sources e) project manager required skills to solve conflicts. f) Project manager the awareness toward the cultural differences of the team members.

On the Biffa project it require manager with those skills listed above in order to achieve the objectives because its complex project to regain the trust of customers who left or about to leave the organisation due to the unsatisfaction of communication as well with the organisation struggling with internal communication. (Alshammari et al 2020)

8.ORGANISATIONAL STRUCTURE TO SUPPORT PROJECTS

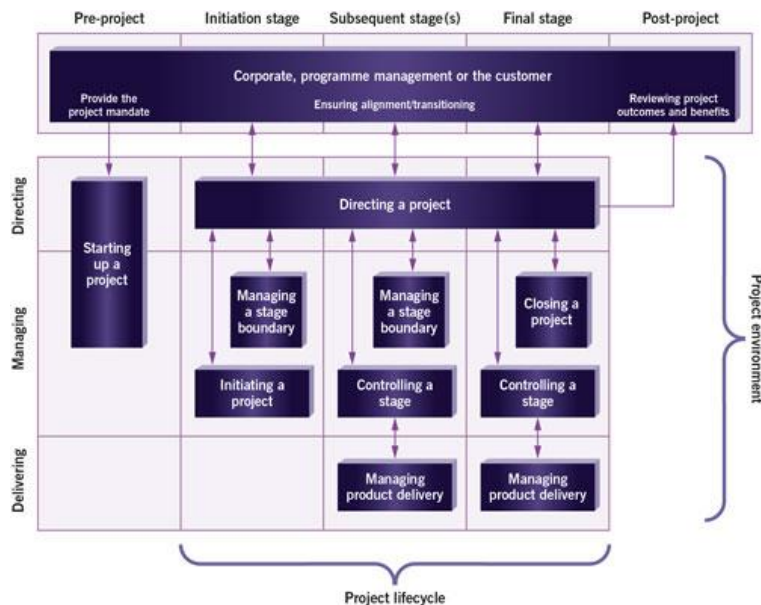
The way the organisation is structured impact how the project manager can run the programme. The more successful its matrix organisational structure. The method the project manager received the resources for the project it shows how the organisational structure work into the organisation. for example If the project manager fighting to get competent people to work into the team, we can talk about the project organisational structure. However, If the project manager accepts whoever is been presented by his senior, it is prove that the project manager has little impact on the project, in that case we they called it functional organisational structure. Critically speaking Biffa project falls under functional organisational structure which mean the success of the project could be affected by the organisation because, the project manager has the obligation to accept the term and condition received by the seniors. for example, the project manager must deal with individuals who their first languages aren't English while the organisation is looking to improve their channel of communication.in Biffa there is members who avoiding contact even when they are not happy due to the language barriers. (Journal of Food, Agriculture & Environment, 2013)

9.Types of project; the project life cycle PRINCE2

is a project management technique widely applied and adopted around the planet, many organizations from wide-ranging industries and sectors are busy using it because it's the most flexible system that will give you the guidance to the important elements to succeed into your project nevertheless your project if you build your project upon seven principle themes and process then PRINCE2 will tailor or adapt to your specific needs. Comparing the principle seven themes PRINCE2 to our project the project manager have followed them because the project will be recorded and saved, every individual have his role and responsibility, the method the

project will be delivered was explained to the stakeholders, the project manager followed correctly the step to develop the project , the project manager did identify the risk and the opportunity that could influenced the project , how the project manager will evaluate the change for example the use of Agile project management and monitoring the progress of the project. Regarding the seven Prince2 process These explicit the steps of the project lifecycle, from the beginning idea to the end of the project (and measurement of the benefits). Every step described checklists of recommended activities this related to our project if you look at network chart or Gantt chart it explains the starting point to the ending point and responsibilities and direction regarding the technique how to adapt to a specific location.(Axelos global best practice,n.d)

PRINCE2 PROCESS THOUGH THE PROJECT LIFECYCLE



10. Risk management techniques.

Is the uncertainty that can affect outcome (Clayton, 2020)? Risk management has four steps, the first step is to identify the risk and the best method to do so is to get group of people together to list everything could possibly go wrong once you identify your risk the second steps is analyse the risk estimating the like hood and impact of the project is the key of analyses, you could make risk like hood scale as it hard to estimate the like hood of risk of in the project. for example, very low-low-medium-high and very high. You can do the same for risk impact scale now after analysing your project risk you will need to put a risk management plan in order to know how you will handle the risk. therefore there are six core risk management strategies and the first is remove the risk and in the most cases it difficult to remove the risk however if you can reduce the risk do so, the second is to reduce the like hood of the risk, the third is to reduce the risk impact, the fourth is to transfer the risk for example having assurance on your business by using the contract to enforce, the fifth is contingency plan that will know how you will deal with the risk if it does occur and the sixth strategy is to accept the risk if it does occur you need to do something about that and finally the forth step of risk management is action and every time you take action and analyse that. (Clayton, 2020)

The project manager used the risk management steps and the six core risk management strategy in order to minimised the risk during the project implementation for example Biffa driver encounter many risk like driving accident can occur, failing to improve the communication is also a risk and after spending for the project the organisation is expecting for the positive outcome.

11.Appreciation of soft skills

Soft Skills is used to describe personal transversal competences like aptitudes, language and communication ability, collaboration and working in team ability and other personality traits that characterize relationships between individual. usually soft skill is considered as complementary of Hard Skills, which are the abilities to perform a certain type of task or activity. Looking at the organisation project the company are struggling to improve the team soft skills and our main purpose is to improve the organisation soft skill because it considered as strategic element with our project, we are highly giving attention to the soft skill. The quality of the Human Capital working at this project the result we will obtain is, mostly depends on the team Soft Skills. (Cimatti,n.d) See appendix 1.

12.Stakeholder analyses

Stakeholder Analysis is the method to identify the requirement and concerns of different stakeholders. Stakeholder analyses can be important when gaining the understanding of a project agreement; sharing the benefits of a proposed project; and building strong, inclusive campaigns that involve the public. For example , the project have to make sure every stakeholders are aware of the project benefit if we look at the Gantt chart meeting with other stakeholders was a priority because speaking to them and listen to them is important for the success of the organisation project. (Researchgate,2016) see appendices2 .

13.Conclusion

Life is a never-ending learning experience. The feedback I received from my colleague implied that I should clearly explain or give more details about the budget also the time management for example how many hours will be the training. The strength was the how have presented organisation background, objective and goal was very good as well the best tools and technique used by the organisation was brilliant. Therefore, this assessment has shown me and SMART objectives with specific timescales would strengthen this. where I can use my strength and how I will improve my weakness side when I am implementing a project.

fighting to get competent people to work into the team it always a good motivation ,however during the programme the project manager was not in control of everything because the project was functional organisational structure where the manager has little impact on decision making.it s important to give the project manager the full responsibility to run the project but when the responsibilities are shared the project could fail the objective . looking at the method and tools adapted in this project was good however Biffa have to change their technique of recruitment for example the new member must be fluent in English because the project manager had many difficulty to communicate with the other team member during the project, that is why I will recommend the organisation to recruit staff with not barrier . I will also

recommend the organisation should give the project manager the full responsibility. Prince2 seven theme and process was followed however monitoring the implementation of PRINCE2 is imperative. The project manager must consider other stakeholders when implementing the project make everyone understand the benefit, goal and objective of the project is a key to success. Project management software is a force multiplier. It helps you Biffa to organize the time and resource management, create reports about business and employee performance, and get a better idea of what's working and what isn't. Project management software can also make team collaboration ,

14. REFERENCES

Alshammari, F (2020) IOP Conf. Ser.: Mater. Sci. Eng. 713 012041. Available at :

<https://iopscience.iop.org/article/10.1088/1757-899X/713/1/012041/pdf> (Accessed:20th August 2020)

Actitime(2019). Available at: <https://www.actitime.com/project-management/project-management-tools-and-techniques/>. (Accessed :16th august 2020)

Association for project Management(2020). Available at: www.apm.org.uk (Accessed: 16 august 202)

Axelos global best practice(n.d) Available at :<https://www.axelos.com/best-practice-solutions/prince2/what-is-prince2> (Accessed 21th august 2020).

Badawi, A.A. (2016) International journal of project management, May 2016. Available at :https://www.researchgate.net/figure/Circles-of-accountability-between-project-manager-and-benefits-manager_fig1_279312485 (Accessed: 18th august 2020).

Biffa waste management (2020). Available at :<https://www.biffa.co.uk/waste-processing> (Accessed: 13th august 2020)

Clayton, M (2020) Risk management [video]. Available at: <https://www.bing.com/videos/search?q=mike+clayton+youtube+risk+management&docid=608029560844715374&mid=D24EB47BBF8972C9D5FED24EB47BBF8972C9D5FE&view=detail&FORM=VIRE> (Accessed:22th august 2020).

Cimatti, B (n.d) "International Journal for Quality Research 10(1) 97–130 ISSN 1800-645"
Available at: <http://www.ijqr.net/journal/v10-n1/5.pdf> (Accessed: 23 august 2020)

Journal of Food (Agriculture & Environment, July-October 2013, Vol.11 3&4) Available at
:https://www.researchgate.net/publication/282717513_Impact_of_organizational_structure_on_success_of_projects_in_the_food_industry_in_transition_countries/link/59553bea0f7e9b591cd7398f/download(Accessed 20th august 2020)

Management science letters(2011)Available
at:https://www.researchgate.net/publication/330060206_An_evaluation_of_project_management_tools_and_techniques_in_Vietnam(Accessed :14 august 2020)

Petro, Y. (2014) Researchgate, 12th May. Available at:
https://www.researchgate.net/publication/295076023_Effect_of_project_management_tools_and_techniques_on_project_success (Accessed :18th august 2020)

Projectlibre (2019). Available at : <https://www.projectlibre.com/wiki/projectlibre-documentation> (Accessed: 17th august 2020)

Imajica brand evolution (2020). Available at:
<https://2020projectmanagement.com/resources/communication-management/communication-the-key-to-successful-project-management#:~:text=%20Communication%20The%20Key%20to%20Successful%20Project%20Management,effective%20communication.%20Our%20body%20language%20can...%20More%20>(Accessed :17th august 2020)

Trustraduis (2020). Available at: <https://www.trustradius.com/compare-products/microsoft-project-vs-projectlibre> (Accessed :17 august 2020). .

).

ResearchGate(2014).Available at:
<file:///C:/Users/hp/Documents/communication%20method%20%20ProiMAN2014Paperfinal%20Jun-edited.pdf> (Accessed :18th august 2020).
[august 2020](#)).

ResearchGate(2016) Available at
:https://www.researchgate.net/publication/12312117_Stakeholder_analysis (Accessed 24th august 2020)

15.APPENDICES

Appendix 1



5 appendix.pdf

Appendix 2



PG_StakeHolder.pdf
f

