

BA (Hons) Leadership and Management Skills in the Workplace

Module: Managing Projects in the Organisation.

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Student name: Joshua Magezi

Student number: 2110652

EVALUATION OF AJKAL's PROJECT MANAGEMENT PLAN

ABSTRACT.

The report seeks to evaluate the AJKAL canteen project management plan covering the key areas of the plan for evaluation such as the project back ground and rationale, project scope, stake holder analysis, work break down structure, project deliverables and success criteria. The key findings indicate an existing positive employee perception and staff participation willingness. A few limitations included operational constraints for example permits, coordination with vendors, hiring, etc. The project risk assessment was done, and a conclusion drawn.

1.introduction

This report analyses the proposed project management plan, for the implementation of AJKAL Canteen. A UWTSD students' university canteen with the objective of reducing congestion and promoting a healthy lifestyle for the London campus students. The canteen is an initiative at the London campus of UWTSD. The main aim of the plan is to create an onsite catering facility that can help in reducing the staff and students travels while on lunch breaks as well as encourage healthy eating habits among both students and staff.

This report makes an in-depth analysis of the AJKAL project management plan focusing on the key aspects such as project background as well as the rationale, work breakdown structure, stakeholder analysis, the project deliverables as well as success criteria, the key findings with limitations, the risk assessment, as well as the overall project viability. The relevant academic theories and concepts are applied and integrated throughout the entire project analysis.

1.1Project Background and Rationale

The project description and introduction, explains the project background and rationale as focusing on two main business objectives; Reducing staff lunchtime travels as well as promotion of a healthy lifestyle for the university students and employees as suggested by Herbert et al (2012). The principal of the rationale is in having an onsite canteen which is able to minimize the time spent by employees who leave the university premises for lunch, and therefore allows them to cut down on the traffic congestion the areas surrounding the London campus. In addition, AJKAL conveniently provides access for UWTSD staff and students to a set of healthy food options which can nurture healthy eating habits among the UWTSD students and the workforce. The proposal is in agreement with the idea of participating in corporate social responsibility, which brings benefits to both employees of AJKAL and the UWTSD community, as suggested by Nyberg (2019). The proposed value and intended benefits provide important justification for the implementation of this project. The rationale clearly explains the reasons in terms of issues and needs, that the project aims to address.

2. Stakeholder analysis

The stakeholder analysis facilitates the effective mapping out of the key stakeholders, categorizing them into primary and secondary groups, identifying their respective roles and interest in the project according to Mallak et al (1991). A two-way type of stakeholder engagement and collaboration is strongly advisable for the success of a project success according to Karlsen (2002).

A Power-Interest Grid for stakeholder prioritization frame work was applied in AJKAL canteen's project plan. The Power-Interest Grid is able to provide a clarity on the most effective way of mapping and prioritizing the AJKAL canteen stakeholders and their engagement.

The High Power, High Interest stake holders were defined as the key players in AJKAL canteen project having very significant influence on the successful implementation of the project, at the same time having vested interest the success of the project. For a AJKAL canteen, this included university management staff, students, and canteen staff according to Olander (2007).

The High Power, Low Interest stakeholders are defined as those stakeholders having power on AJKAL canteen project however their interest is limited interest in terms of influencing operations. These would include administrators of the institution and regulatory bodies.

Low Power, High Interest stake holders in AJKAL canteen include the players having very strong interest in the project and can be greatly impacted but have very minimal direct influence in the decision-making process of the project. For AJKAL canteen project, university students belong to this category of stake holders according to Mok et al (2015).

Low Power, Low Interest stake holder in a project require little engagement as they often have very limited influence as well as interest in the project's success. Therefore, support functions such as human resources could easily fall under this category.

The participation of high power, high interest stakeholders is very important throughout whereas the low power, high interest groups require communication channels that are strong. This would facilitate the customization of that are strategies tailored to each group according to Bourne and Walker, (2005).

Including students, staff and faculty as primary stakeholders is the correct categorization as they are the main project beneficiaries of the project. However, several other entities like health authorities, the local government, facilities management, finance department and sustainability groups are also important according to Jepsen and Eskerod (2009). Therefore, the analysis looks at the alignment between the needs of the stakeholders and their expectations versus the outcomes of the project.

Moreover, this could help to strengthen the stakeholder power assessment as well as the prioritization. Using a power-interest grid, is very helpful in determining the key players, minimizing the risks, while optimizing engagement strategies specific to the different stakeholder groups according to Guide (2001).

3. Work Breakdown Structure

The WBS helps to logically organize a project into mainly four distinct phases such as project initiation, project planning, project execution, and Project monitoring & control according to Siami-Irdemoosa (et al., 2015). The WBS enables the mapping out of the project deliverables, tasks and activities in each phase following a hierarchical breakdown which enables the scheduling of a project as well as planning for the resources according to Devi & Reddy (2012).

The WBS should align with the core of the project management processes ranging from project initiation, project planning, project execution, project monitoring and project closure as suggested by Brotherton et al (2008). Each component has an action associated with it and therefore proper clarity is made on the scope at the same time segmentation of the workload into smaller manageable portions, facilitative an effective implementation of the AJKAL canteen project as suggested by Horine (2009).

However, when it comes to the monitoring and control phase, it would be better to include more elements like the cost, schedule, quality, risk, change, as well as procurement management in order to have a more robust project monitoring mechanism. Adding key control functions such as these can strengthen the WBS structure for AJKAL canteen. See appendices B for AJKAL work break down structure and a gghant chart indicating how the project will be executed.

4 Project Deliverables and Success Criteria

The AJKAL Canteen project deliverables have been clearly defined and represented in all the major categories of output - Training programs, Menu options as well as Canteen facilities. With particular components under every category encompassing the required major tangible outcomes in order to fulfil the AJKAL project objectives of providing onsite catering as well as promotion of healthy foods according to Noskova (2020).

As for AJKAL canteen project, the major tangible outputs of the project could include having a number of menu options, an established and completed canteen facility, staff training programs, as well as an existing promotional plan as indicated in the AJKAL canteen project management plan according to Maylor (2010).

For AJKAL having Canteen facility involves having a servery, kitchen, storage, dining area, etc. that are able to provide services to a level that meets the London campus space and student needs as suggested by Kerzner (2017). Having more than just one option of menu presents AJAKAL canteen has having a diversity in terms of food choices that are nutritious and able to cater for their customers' preferences staying well with in their budgets according to Jugdev et al (2013).

AJKAL should the required training materials as well as sessions for AJKAL canteen staff in the areas of customer service, food safety, and equipment usage etc according to PMI (2017).

Moreover, internal communications for the AJKAL canteen project are a necessary mile stone driving the project towards running promotional campaign creating awareness among the university staff and students about AJKAL canteen as suggested by Jugdev et al (2013).

AJKAL's canteen project involves a success criterion which correlates to AJKAL canteen's project goals such as reducing congestion as well as being able to provide an array of healthier food choices that university staff and students can enjoy as indicated in the project plan according to Joslin and Muller (2015).

Having a success criterion correlates directly with AJKAL canteen's projected benefits such as reducing congestion and providing customers with healthy lifestyles. This would be tracked using metrics such as rate of employee adoption, facility completion timeliness, customer feedback in terms of food quality as well as nutrition, and reduced absenteeism. This type of criteria is reasonably measurable and focuses on the realisation of the intended AJKAL project benefits and value.

However, in the case of AJKAL canteen Project, the recommended success criteria should be designed in a more comprehensive way whereby other metrics are added that are related to scheduling budgeting, sustainability, and quality, to evaluate the effectiveness of the project management according to Mallak et al (1991). Broadening of AJKAL canteen project's success measures can assist in ensuring the overall project success going beyond end-user satisfaction and adoption.

5. Key Findings and Limitations

The key findings in this report indicate that there is a positive employee perception in terms of providing healthy food onsite, customers and staff willingness to participate and in providing their inputs, as well as management's approval, and this generates confidence in terms of AJKAL canteen project's feasibility as well as reception. The limitations mentioned here mainly are to do with operational constraints such as permits, space, coordination with vendors, hiring, etc.

Besides the fact that practical limitations have been identified, the analysis can further address other limitations regarding change adoption, stakeholder engagement, technical capabilities, budget feasibility, as well as operations in the post-implementation stage according to Khalil & Glal (2018).

6. Risk Assessment

When it comes to AJKAL canteen project, a risk assessment can identify allergy/dietary issues, machine malfunction, as well as absence of customer patronage which are key risks and outlining preventive actions that are more suitable for each risk for example, food customization preparation/ storage for allergies, agreements suppliers to provide temporary

machine, as well as conducting frequent customer surveys in order to improve menu options as well as products and services.

Additional risk considerations may include schedule/ budget overruns, incidents around food safety as a result of improper food handling, regulatory approvals delays, resistance of employee to changes, as well as post-launch loss of interest. Examining a wider range of risks and their mitigation tactics could be very helpful in building a more robust plan to manage risk and therefore deal with any unwanted uncertainties according to Herbert et al (2012).

7.Conclusion

This section serves to reaffirms AJKAL canteen's project goals, benefits, and the major aspects of AJKAL canteen's project management plan at the same time it emphasizes the importance of the approval of senior management as well as their participation to ensure a successful execution of the. This conclusion emphasizes that importance of the value proposed by the project amidst noting that it mostly depends on sustainability of the support from organization's leadership team.

In a nutshell, the AJKAL canteen project plan covers the major elements of a typical project management proposal including the project background, project scope, project schedule, project stakeholders, project risks, expected outcomes, as well as some success metrics. Therefore, this analysis makes recommendations on a few enhancements as a way of strengthening the WBS, success criteria, stakeholder engagement strategy, limitations review, risk assessment, change inclusion as well as management of the quality processes. Integration of the improvements suggested, means that the AJKAL canteen project plan will be able to provide a foundation for a more detailed planning as well as effective implementation or execution.

8 References

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9 APPENDICES

A) AJKAL PROJECT MANAGEMENT PLAN

Project Management in Organisations

Group presentation
AJKAL Canteen – Ground Floor, UWTSO,
Start date: October 2023
Finish Date: December 2023

Introduction

- We are pleased to submit the "Implementation of Onsite Catering to Reduce Congestion and Promote Healthy Lifestyle" Herbert, B. et al. (2012) project management proposal to the highly respected senior management committee of the manufacturing company.
- The company's capacity to care for its workers' health and happiness on the job is diminished when there is no on-site, convenient food service alternative.
- Congestion in the neighbourhood may be reduced, along with negative impacts on traffic and interpersonal relationships, if the company opts to provide catering services in-house.



Presentation Outline

Ariful Islam (2111961)	Introduction, Project outline/Description / scope
Joshua Magezi (2110652)	Stakeholder analysis & Work Break Down (WBS)
Khalilur Rahman (2112662)	Key findings & Challenges and Limitations
Ashfak Miah (2114741)	Project deliverable & Project success criteria
Laszlo Molnar (2113314)	Risk assessment & Conclusion

Project Description and Scoop



Reducing staff travel during lunch breaks and encouraging healthy habits among workers are two major organizational business objectives that the "Implementation of AJKAL Canteen to Reduce Congestion and Promote Healthy Lifestyle" Nyberg, G. (2019) initiative seeks to achieve.



By putting in place onsite catering services, the company may drastically cut down on the amount of time staff spends leaving the building for lunch, reducing traffic congestion in nearby areas.



The project is in accordance with the organization's dedication to business social responsibility, along with the obvious advantages for the workers and the company at large.

STAKE HOLDERS

Identification and categorization of the key stakeholders in the AJKAL Canteen project management plan and their roles

No.	STAKE HOLDER	ROLE
Primary stake holders		
1	UWTSO Administration	Decision-making, funding, and location approval
2	Students	Main beneficiaries who determine the service and canteen design
3	Faculty and Staff	Main beneficiaries who determine the service and canteen design
4	Service Providers	Supply food and provide services to AJKAL Canteen
Secondary Stake holders		
5	Local Government	Issuing permits & other regulatory compliances
6	Health & Safety Authorities	Ensure AJKAL compliance with UK health and safety standards, for example Food health and safety
7	Facilities Management	Infrastructure provision and maintenance to enable AJKAL canteen's operations
8	Marketing & Communication Team	Managing and marketing AJKAL canteen and facilitating communication with other stakeholders such as the UWTSO
9	Sustainability Committees	Promotion of eco-friendly practices in AJKAL canteen's operations
10	Finance Department	For cost analysis, budgeting and providing financial oversight

Engaging and collaborating with both the primary and secondary stakeholders enables a successful completion of the AJKAL Canteen project at UWTSO. This means that AJKAL Canteen is able to meet expectations and needs of UWTSO community.

STAKE HOLDERS

Stake holders for AJKAL Canteen

When it comes to project management, the stakeholders take a central role and therefore require the maximum attention (Barham, 2002).

Stakeholders are any individuals or organizations whose interests may be affected either positively or negatively as a result of the execution or successful completion of the project (Gido, 2003).

For a successful execution of a project management plan for AJKAL Canteen at UWTSO, we need to make sure that the stakeholders of the AJKAL Canteen project are satisfied as suggested by Malak et al. (1991).

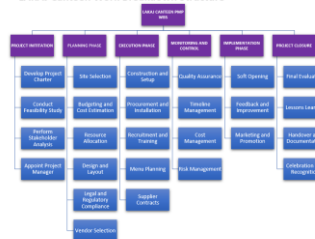
This means identifying who the AJKAL Canteen project stakeholders are, categorizing them, their interests, assess their individual powers, choose the channels for them to exercise their power, plan to address their expectations as well as a stake holder satisfaction strategy as suggested by Malak et al. (1991).

WORK BREAKDOWN STRUCTURE (WBS)



- A hierarchical decomposition of the scope into manageable and small parts to enable the successful completing of a project is referred to as a Work Breakdown Structure (Devi and Reddy, 2012). Organising the project's deliverables, activities, and tasks in to a logical structure is a very fundamental for project planning (Brotherton et al., 2008).
- For the case of AJKAL Canteen, a project is divided into phases, deliverables as well as tasks as suggested by Siemi-Indemoussa, et al. (2015)

LAKAJ Canteen Work Breakdown Structure



Because of its ability to provide clarity on the project scope, a work breaks down structure when applied to AJKAL Canteen project will enable proper planning, effective scheduling, and efficient resource allocation as suggested by Horine (2009).

Key findings



Challenges

- Limited space for the canteen setup, requiring efficient space utilization.
- Potential delays in obtaining permits and regulatory approvals for the construction of the canteen.
- Finding and hiring qualified staff for the canteen, especially skilled chefs and cooks.
- Coordinating with multiple vendors and suppliers for timely deliveries.

- Several limitations and difficulties are inherent in the "Implementation of AJKAL Canteen to Reduce Congestion and Promote Healthy Lifestyle" initiative and must be taken into consideration and dealt with.
- Time restraints, monetary limits, accessibility of resources, handling stakeholders, technological and operational challenges, managing change, and adherence to regulations are all examples of such factors (Khali & Glal, 2018).
- By being realistic about the limitations and difficulties of the project, the team may better prepare to deal with them.

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The success criteria for the project have been developed such that they are aligned with the goals of the company and the advantages that are expected to result from the project.
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To guarantee that these requirements for success are being satisfied, we will be monitoring and evaluating the situation on a regular basis.
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These criteria consist of the prompt completion of the facility setup, the effective acceptance of working carter by workers, favourable comments on the nutritional value and assortment of meals, and a decrease in staff absence owing to improvements in eating habits.

The goal of the "AIKAL Canteen" to Reduce Congestion and Promote Healthy Lifestyle" initiative is to encourage healthier lifestyles among staff and decrease the need for them to leave the office during lunch.	Benefits, stakeholder participation, structure of work breakdown, outcomes of the project, its evaluation, and progress monitoring are just a few of the aspects of project management that are considered part of the planning process.	For a project to be successfully implemented, upper-level management must provide their stamp of approval to the project management strategy, provide sufficient funding, encourage stakeholder participation, and keep tabs on development.
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Canteen facilities	Diverse and Healthy Menu options	Training programs for canteen staff	Communication and promotion
Food preparation area	Menu planning	Training planning	Internal communication plan
Serving station	Nutritional Information	Training materials	Promotional activities
Seating arrangements	Special dietary consideration	Training staff	Feedback collection mechanism

The goal of the "Implementation of ARAI Canteen is to Reduce Congestion and Promote Healthy Lifestyle" initiative intends to build fully operational onsite catering facilities, such as a dining space, a kitchen area, serving locations, and seating configurations, to help reduce congestion and promote healthy lifestyle. Menu diversity, diet mix, and food quality are used as daily dietary promotion tools at all of the project's larger goal of providing employees with healthy and varied dining alternatives (Naseem, 2020). The catering team is also provided with training programs that focus on proper food handling, customer service, and a healthy well-developed internal communication strategy. promotional efforts, and a system for gathering feedback are all necessary components of an efficient online food service rollout and implementation. These food handling, customer service, and a healthy well-developed internal communication strategy, promotional efforts, and a system for gathering feedback are all necessary components of an efficient online food service rollout and implementation. These food handling will alleviate lunchtime congestion, encourage a healthier work life, and boost morale and productivity in the workplace.

It is expected that 80% of workers would choose to give the project's focus on employee satisfaction.

[illegible]

Prevention strategies:

Machine failur

-Machine failur
(who maintain and immediately provide a temporary machine until when fixed the faulty one)

allergy issues

(Vegan-normal!)

- lack of customer and product failure

- lack of customer and product failure

need to survey the workers every 3 months about what product

want to see in the canteen and what kind of friendly activities they wish to play. / for example ping pong, billiard etc...../

will minimize the risk to have no customers in the canteen)

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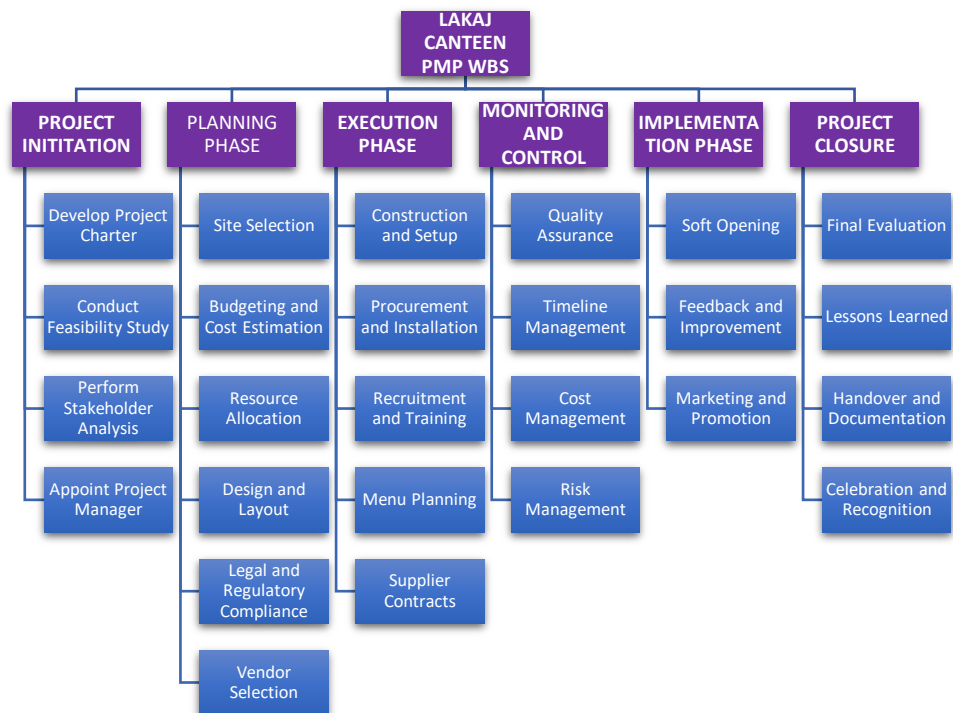
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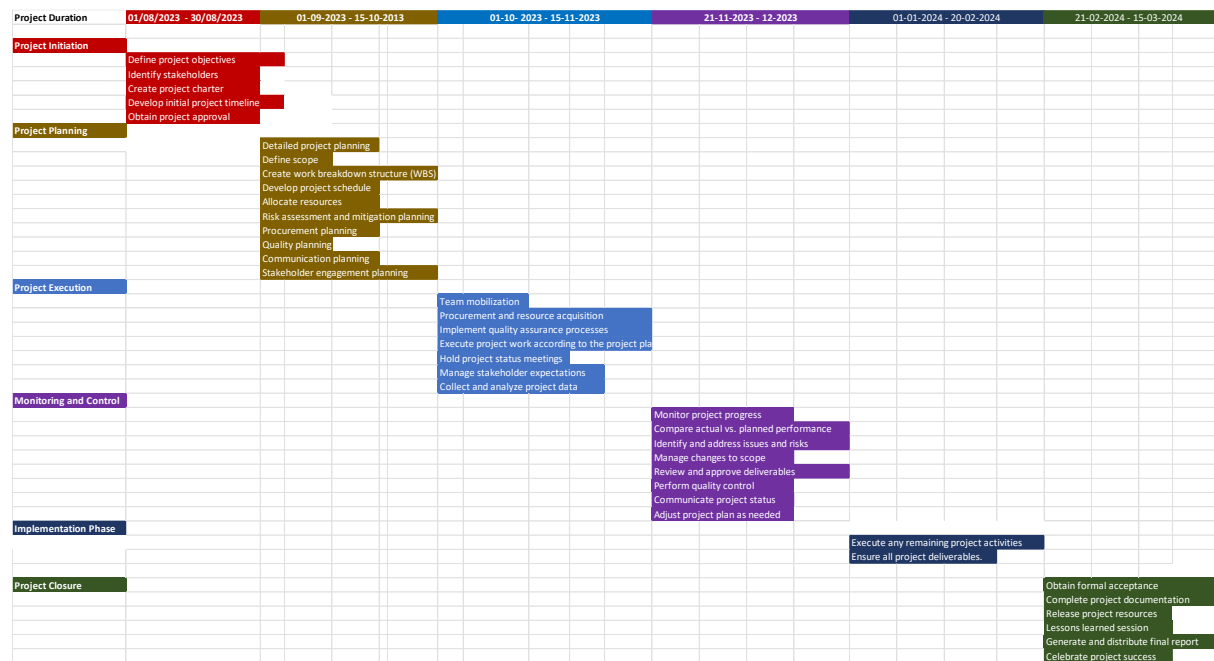
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B) AJKAL/LAKAJ WBS



C) AJKAL GHHANT CHAT



Project planning: 1.5 months

Project Initiation: 1 month

Project implementation Phase: 20 days

Project Closure: 1 Month