

Managing projects in the Organization - BMSW5104



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Overview

- ❖ Project statement – Starbucks
- ❖ Quad chart
- ❖ Stakeholder's power - matrix
- ❖ Project work breakdown structure work parts
- ❖ Risks of the project matrix
- ❖ Draft of the budget list
- ❖ Conclusion
- ❖ Referencing

Starbucks's new training system

“Project Management is the application of a collection of tools and techniques to direct the use of diverse resources toward the accomplishment of a unique complex, a one-time task with time, cost and quality constraints”. (Oisen, 1950)

Scope – Is to Implement new training for Starbucks staff in order to make Princi's fresh pastries within their store and advanced customer service.

The senior management team wants Starbucks update their training level.

- Starbucks plans to roll out the in-store bakery concept worldwide, in order to set itself apart from its coffee chain rivals. Nr 5



Project statement – Starbucks

Princi will be fully integrated with bakery operations, so not only will we be roasting coffee, but we'll be baking bread, pastries — the kind of Italian pastries “ (Schultz, 2017)

Starbucks baristas and staff will attend a 4 weeks training program

- Deliver consistency service to their customers
- Learn to make fresh pastries which is delivered by Princi



Quad chart

Purpose of the project

implement a new training for Starbucks staff in order to make fresh pastries within their store and advanced customer service. The company's owner wants all staff to update customer service at a higher level, for some of the staff to serve more efficiently at the till and for some to make fresh bakery into the store.

Stakeholders

Customers,
Employees
Neighbors
Trainers
Starbucks owners
Senior management
Universities
Suppliers
Environment

Desired Results

- Quality customer service offered
- Nearby workers and students will come and enjoy the new bakery every morning
- Will increase Starbucks profit

Measures of success

- Improved bakery experience in the store
- Employees will gain more confidence

How is this project related to covid?

Covid has made a huge impact on businesses such as distancing between people has made large queues at Starbucks and not only;

People not socializing with each other like before.

- shortage of stuff for the safety of the employee.
- Because of safety measurements, serving is taking longer.

Stakeholders' power - matrix

Customers,
Employees
Neighbors
Trainers
Starbucks owners
Senior
management
Universities
Suppliers
Environment

Power 1- 6

High Power

Senior Management – 6
Suppliers – 5
Investors – 5
Environment - 4

Low

Trainers - 2
Neighbours – 1
Employees – 2
Customers – 1

High interest

Trainers - 5
Managers - 6
Investors - 5
Neighbours – 5
Customers – 2

Low

Environment - 2

Interest 1- 6

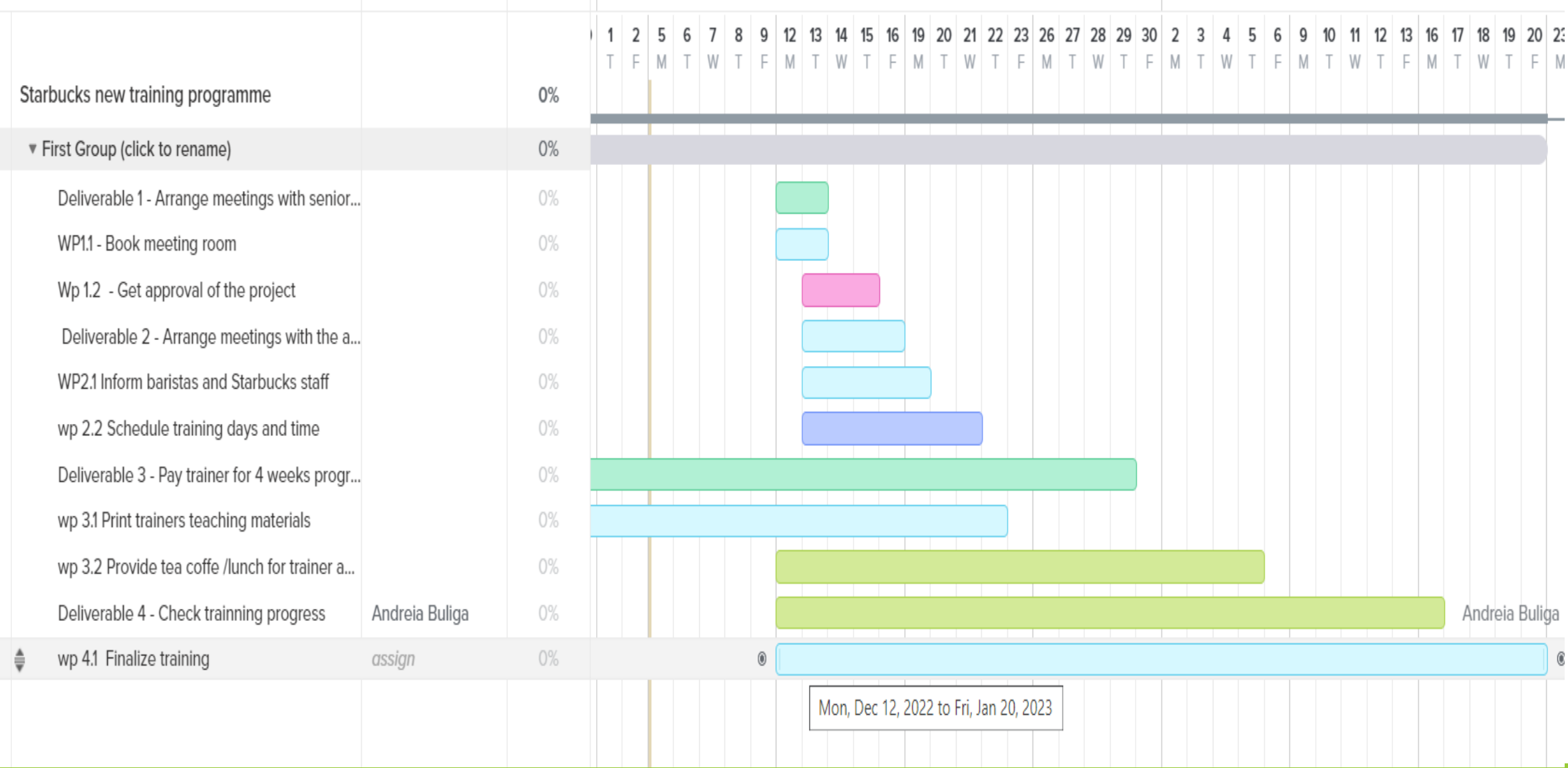
Stakeholders communication plan

Stakeholder names	Engagement action	Communication channel	Frequency
Senior management	Keep satisfied	Emails , regular meetings	Start of the project
Investors	Keep satisfied	Emails	Start of project
Employees	Manage closely	Emails and regular meetings	Star of the project
Neighbors	Keep informed, monitor	Emails	After the project
Trainers	Monitor	Conversations , email , meetings	Start of project , during and end of project.
Customers	Monitor		

Project work breakdown structure work parts

	Work break down structure	Start date
Deliverable 1 : Arrange meetings with a senior manager to approve project.	Arrange meeting , buy tea coffee, lunch for the meeting, final approval.	12/12/2022
Deliverable 2 : Book a meeting with the Princi's trainer and make the first payment.	Make payment towards trainer cost of £3.000 , and inform Starbucks baristas and staff about training	14/12/2022
Deliverable 3 :Schedule the training times, have meeting with staff to attend the training	Arrange dates and times of the 4 weeks training so it will be accessible for all baristas and staff at starbucks.	15/12/2022 – 15/01/2023
Deliverable 4 : Check the progress of the training and finalize training.	Check how to training is progressing and assist if any other needs like printing, tea coffee , lunch etc.	15/12/2022 – 15/01/2023 every two week in between the dates

Gant chart



Risks of the project matrix

Identify the risks and identify the possibility of the impact of the risks within the matrix

Health and safety risks , environmental risks , financial risks , the trainers being sick.
The risks could be for the trainer (cooker) to cancel at last moment the training.

Risk planning

0 -2 = Low - Green
3 – 6 = Medium - yellow
7- 8 = High - red

Risk is the quantifiable likelihood of loss or less than expected returns”

Risks	liabilities	Interest	Severity
Trainer to cancel the training	2	5	7
Lack of staff participation	2	6	8
Covid lockdown	1	4	5
Health and safety risks	3	3	6
environmental risks	0	2	2
financial risks	2	4	6

Draft of budget list

	Activity	Sub-activity	Sub Sub-activity	Number of days/ Weeks/Mo	Cost
1					
2	Deliverable 1	Arrange meetings with senior manager		1 week	£100
3	WP1.1	Book meeting room	buy coffe tea , breakfast	1 day	£40
4	wp 1.2	Get approval of the project		2 days	£0
5	wp 1.3				
6	Deliverable 2	Arrange meetings with the allocated trainer	schedule different meetings with t	4 days	£250
7	WP2.1	Inform baristas and Starbucks staff	inform of the new training	2 days	£50
8	wp 2.2				
9	wp 2.3	Schedule training days and time			
10	Deliverable 3	Pay trainer	3 days a week 4 hr a day	4 weeks	£3,000.00
11	wp 3.2	Print trainers teaching materials		1 days	£150
12	wp 3.3	Provide tea coffe /lunch for trainer and baristas		4 weeks	£500
13	Deliverable 4				
14	wp 4.1	Check trainning progress	every 2 weeks	4 weeks	0
15	wp 42	Finalize training	extra materials and time with triner		£200
16					
17					total cost £ 4,290
18					
19					
20					

Conclusion

Taking a project from a start to an end could be very difficult if the planning is not done accurately. I have learned how to develop my planning skills within this presentation and make my work easier by dividing it into small parts.

Resources

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