

Managing Projects in the Organisation BMSW1504

Evaluation of Project Management Plan

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Introduction

In the dynamic landscape of organizational development, effective project management assumes a critical role in translating overarching business objectives into tangible strategic initiatives that propel companies towards a successful business trajectory (Vrečko et al., 2023). As organizations navigate the ever-evolving demands and challenges of the contemporary business environment, the ability to implement structured and efficient project management becomes not only a competitive advantage but a fundamental necessity (Porath, 2023).

Within this context, the organization Linlife stands at the intersection of strategic vision and operational excellence. With a dedicated focus on improving the employee work experience and performance, Linlife has identified two targeted objectives: providing onsite catering and promoting a healthy lifestyle among its employees. These objectives are not isolated endeavours but integral components of a comprehensive strategy aimed at fostering a workplace environment that is both productive and conducive to the well-being of the workforce.

The current report will dissect Linlife's project, unveiling how effective project management principles will be applied to facilitate the successful accomplishment of the company's objectives, thereby serving as a catalyst for fostering a positive, holistic, and effective workplace environment.

Project Overview

Linlife, situated within the bustling landscape of Southeast London, operates as a significant player in the manufacturing industry. With a workforce comprising approximately 1,000 individuals engaged in diverse roles, ranging from office staff to factory workers, Linlife's extensive site spans various buildings, creating a dynamic and multifaceted work environment.

However, despite its current success and expansive growth, Linlife faces a pressing issue that demands strategic attention and intervention. The absence of onsite catering facilities disrupts the seamless flow of daily routines for its workforce. Lunch breaks, a critical juncture in the workday, become a logistical challenge, leading to staff movement and congestion issues in

the local area. This gap in the organizational infrastructure not only affects operational efficiency but also impacts the overall employee experience, thereby underscoring a need for action to be undertaken.

In its pursuit of excellence, Linlife recognizes the intrinsic link between employee well-being and organizational success. As such, beyond addressing the immediate challenge of onsite catering, Linlife is driven by a broader vision. The company aspires to promote a healthy lifestyle among its workforce, viewing it not only as a corporate responsibility but as a strategic initiative to promote productivity and reduce absenteeism. By fostering a culture of wellness, Linlife aims to create an environment where employees thrive both professionally and personally, contributing to the sustained success and vitality of the organization.

Project Management Lifecycle Examination

To achieve the two delineated objectives of the project at Linlife, a comprehensive project management approach will unfold across the four distinct phases of the project management lifecycle (PLC). The PLC serves as a structured framework in project management, delineating a project into distinct phases, each with specific activities and objectives (Westland, 2007). Embracing the PLC as a project management tool has been identified as promoting operational efficiency, resource allocation, risk management and quality control, ensuring the smooth progression of projects (Chapman and Ward, 2003). PLC's phased structure fosters enhanced communication, aids in change management, and facilitates continuous project evaluation. By guiding a project through distinct stages, the PLC optimizes processes and fosters an environment conducive to the successful and well-managed execution of projects (Ward and Chapman, 2008).

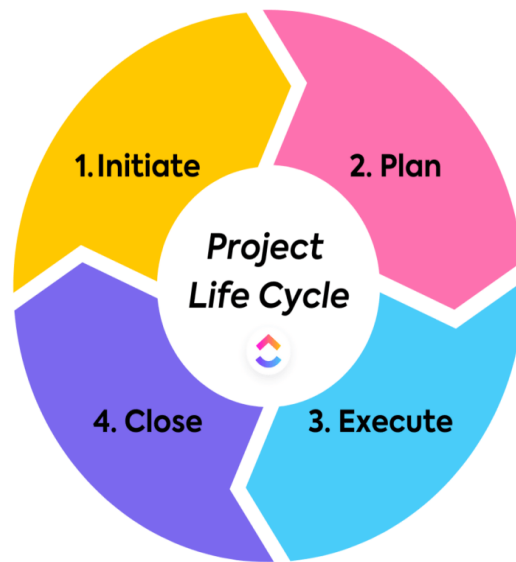


Figure 1. Project Lifecycle (Cruz, 2022)

Objective 1: Provision of Onsite Lunch Solutions

Project Initiation

At the onset, a strategic assessment of the available resources and the spaces for onsite facilities will be conducted, identifying the most efficient allocation of resources and ensuring an optimal utilization of the extensive site. Simultaneously, research initiatives will be launched to identify and secure contracts with reputable external catering services, forming the basis for a diverse and high-quality culinary offering, whereas the development of initial design and layout plans will set the groundwork for subsequent phases (Westland, 2007).

Project Planning

In the subsequent stage, the planning and setup of necessary infrastructure will commence, laying the groundwork for onsite facilities. Concurrently, menus will be crafted to align with the diverse preferences of Linlife's workforce alongside tailored lunchtime schedules that acknowledge the varied schedules and preferences across different departments. Preliminary employee feedback during this phase will be crucial for refining the approach and ensuring alignment with employee expectations (Shields, 2004).

Project Execution

The execution phase will witness the progression and completion of the setup for both an onsite cafeteria and a mobile food truck. In parallel, formalization of lunchtime schedules across different departments will streamline service provision, whereas the implementation of promotion campaigns will aim to encourage employee engagement and the utilization of onsite dining facilities.

Project Closure

As the project progresses into closure, continuous monitoring and feedback mechanisms will be established, enabling ongoing evaluation of the onsite lunch solutions. This proactive approach is integral to consistently gather and analyze feedback, allowing for adjustments and refinements to maintain a successful and well-received onsite dining experience at Linlife over the long term (Bessant et al., 1994).

Objective 2: Promotion of Employee Health and Wellness

Project Initiation

The project will commence by conducting periodic health assessments conducted by professionals to establish a foundational element for ongoing employee health monitoring. Simultaneously, educational sessions on nutrition, exercise, and mental health will be introduced, empowering employees with knowledge and resources for effective self-management. In addition, the development of workplace ergonomics enhancements for comfort and support, complemented by the formulation of the structure for counselling services and stress management workshops, will be initiated.

Project Planning

In the planning phase, the focus will be directed towards the definition of robust health standards, the discerning selection of providers for educational programs, and the nuanced delineation of wellness initiatives.

Project Execution

The execution phase will mark the practical implementation of health initiatives. Periodic health assessments will be rolled out, ensuring continuous and proactive monitoring. Moreover, tailored workshops on nutrition, exercise, and mental health, designed in collaboration with wellness education providers, will be offered to the workforce. Additionally, this phase will also entail the implementation of the workplace ergonomics enhancements, the introduction of mental health support services, and the provision of fitness programs and exercise options, yielding a holistic approach to employee well-being.

Project Closure

As the project advances towards closure, finalized schedules for health and wellbeing programs will be established and promoted. Concurrently, initiatives will be undertaken to foster exercise engagement among the workforce, utilizing tailored fitness challenges designed to cater to diverse fitness levels and preferences. Continuous improvement will be ingrained in the project's ethos, with the establishment of a robust monitoring and feedback mechanism, enabling the organization to gather insights, adapt strategies, and refine health and wellness offerings for sustained efficacy (Chenoweth, 2011).

Work Breakdown Structure Presentation

A Work Breakdown Structure (WBS) comprises a decomposition of a project that provides a visual representation of the project's scope and tasks, breaking down complex endeavours into manageable components (Haugan, 2008). In the context of Linlife's objectives, WBS will be utilized as a guiding framework to systematically organize and manage each phase of the project's two objectives.

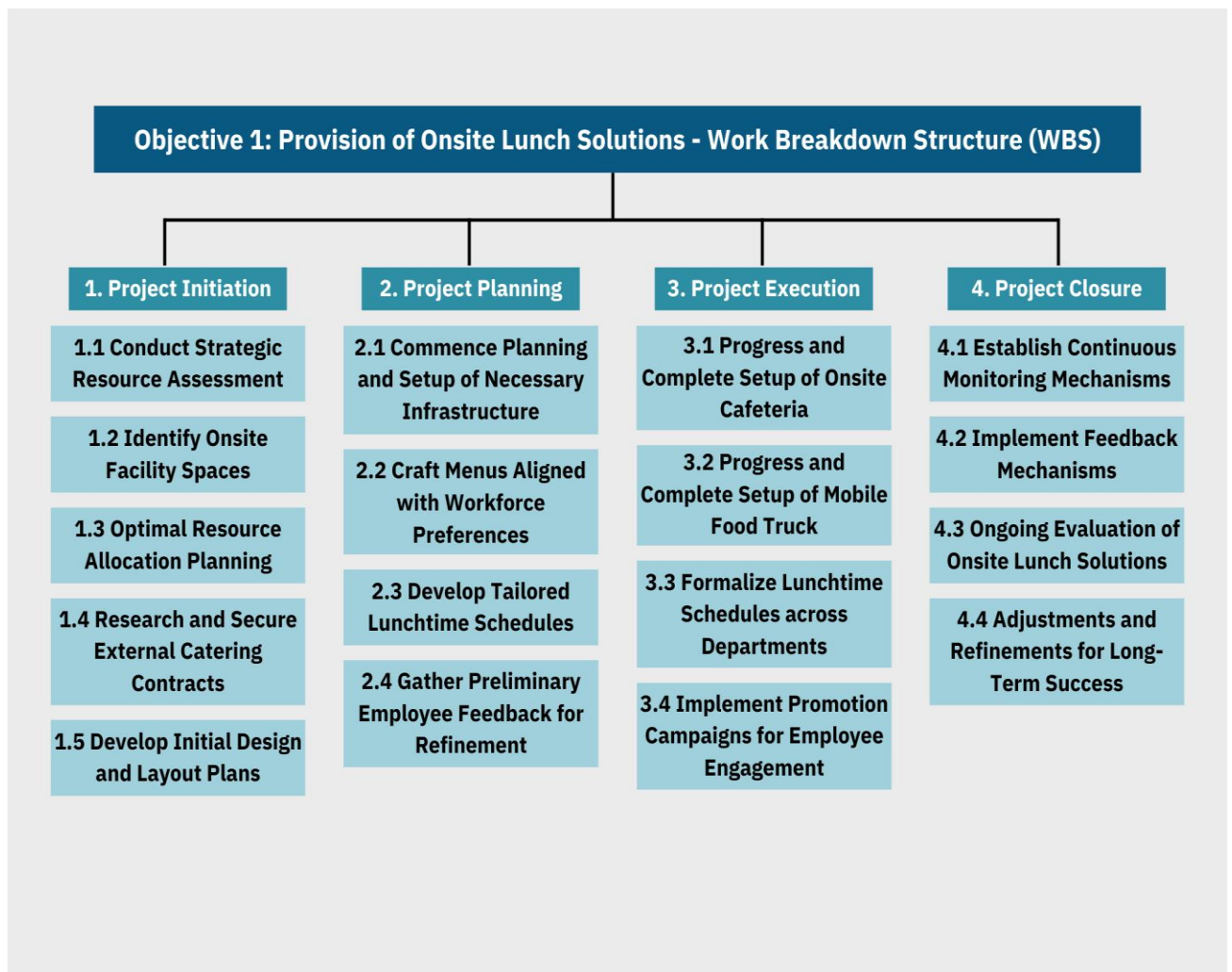


Figure 2. WBS of Objective 1

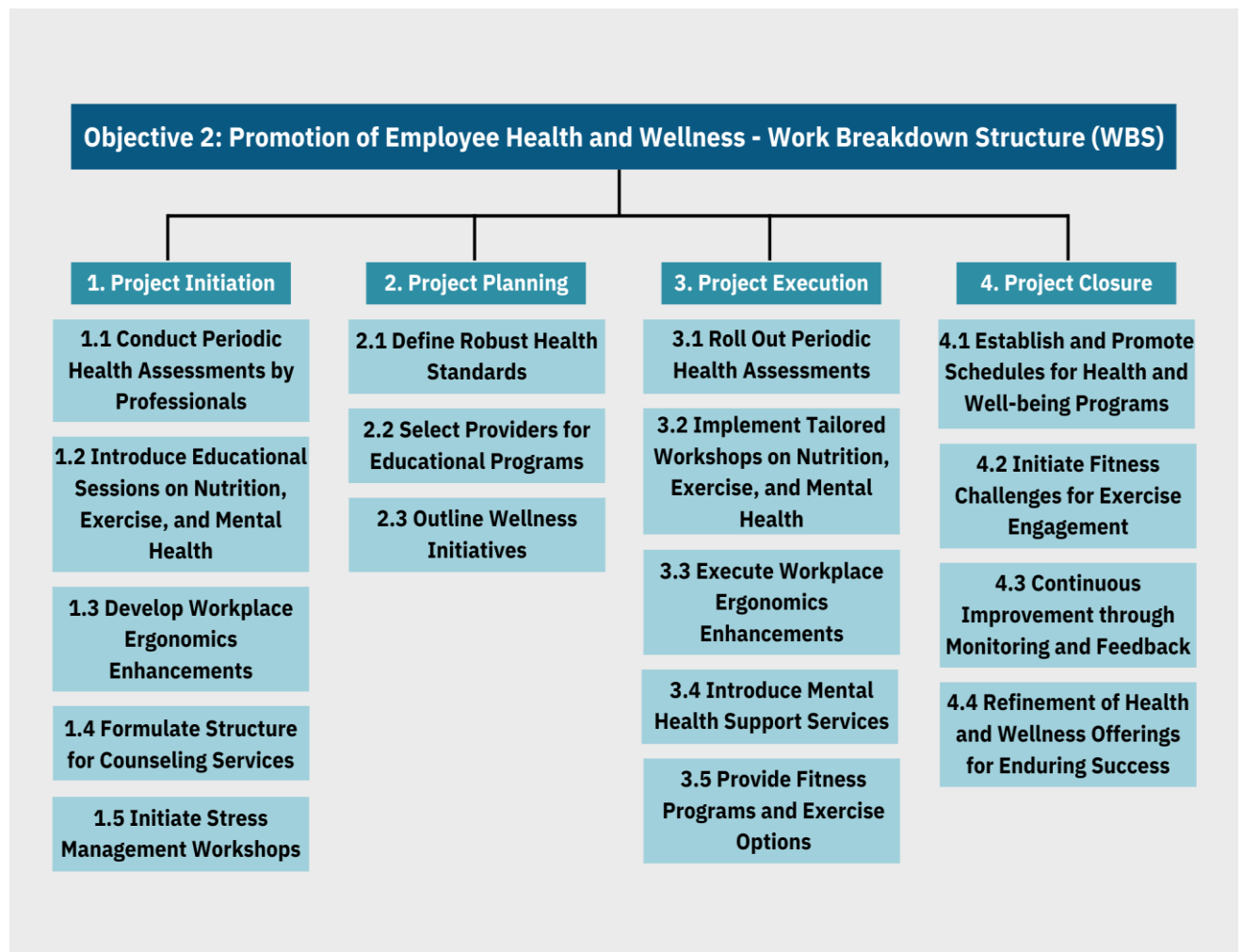


Figure 3. WBS of Objective 2

GANTT Chart Presentation

The actions and timelines for achieving the two objectives will also be encapsulated in comprehensive GANTT charts, providing a visual representation of the project's phases and milestones. This tool will offer a complementary perspective to the one of the WBS, illustrating the temporal aspects of the project's execution. It will foster a comprehensive grasp of the project dynamics among all relevant stakeholders, promoting a holistic understanding of the intricate interplay between tasks, timelines, and dependencies (Dovleac and Ionică, 2017, Levine, 2002).

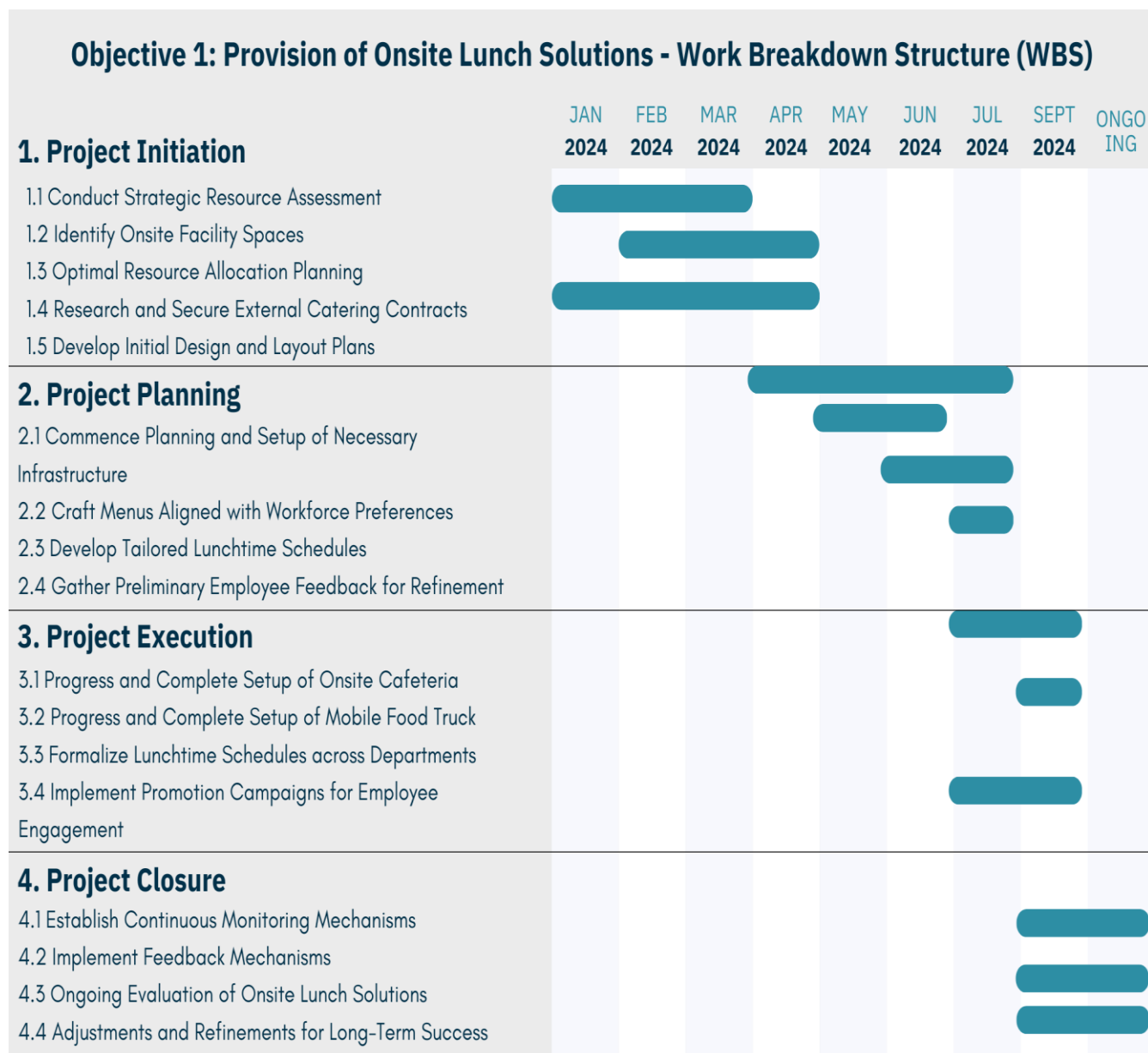


Figure 4. GANTT Chart of Objective 1

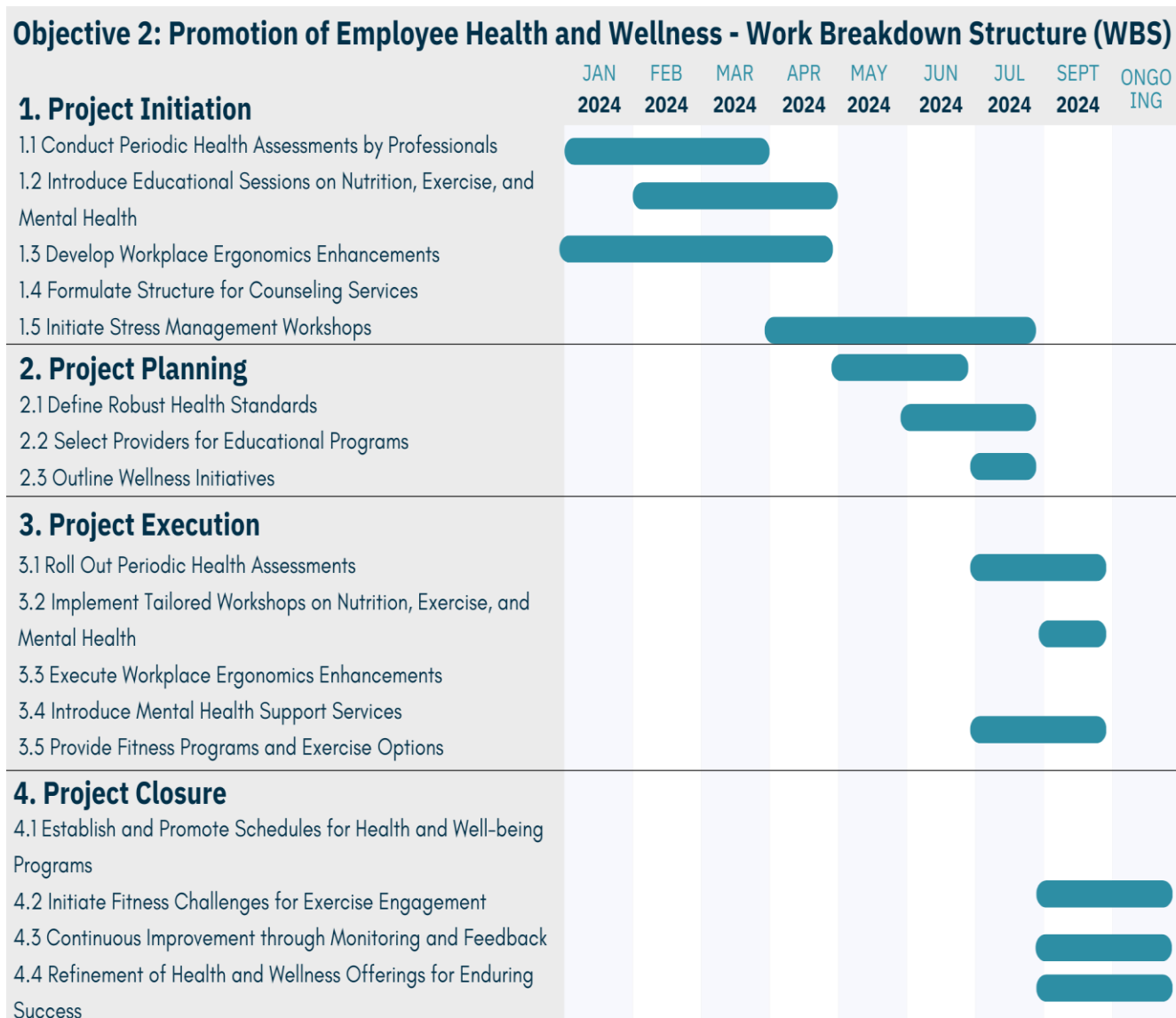


Figure 5. GANTT Chart of Objective 2

Project Deliverables

Deliverables comprise the tangible outcomes of a project acting as concrete manifestations that validate the successful execution of planned activities and serve as measurable benchmarks for project success (Sokowski, 2015). Within the context of Linlife's transformative initiatives, the project's deliverables are crafted based on SMART objectives and key performance indicators (KPIs). SMART goals, characterized by Specific, Measurable, Achievable, Relevant, and Time-bound attributes, provide a structured framework for setting objectives. This ensures clarity, precision, and a focused approach, enabling effective monitoring and evaluation (Glushchenko, 2023). KPIs, on the other hand, serve as quantifiable metrics that gauge the performance and success of specific aspects of the project (Jónsdóttir, 2015).

The usefulness of SMART goals and KPIs lies in their ability to bring clarity to project objectives, facilitate effective measurement of progress, and provide a standardized framework for assessing success. Their combined use in Linlife's transformative initiatives will ensure a strategic goal-oriented approach which optimally measures the effectiveness of the project across various dimensions (Parmenter, 2015, Ainthai and Aithal, 2023):

Employee Well-being and Satisfaction

Deliverables:

- Achieving a 25% increase in the Employee Satisfaction Index
- Securing at least 85% positive employee feedback

These metrics directly measure the success of the project in enhancing employee well-being and job satisfaction. A higher satisfaction index and positive feedback indicate a healthier work environment, contributing to increased productivity, lower turnover, and a positive corporate culture at Linlife (Dhamija et al., 2019).

Employee Productivity and Engagement

Deliverables:

- Attaining a 20% improvement in productivity KPIs
- Increasing employee engagement scores by at least 25%

These deliverables serve as direct indicators of the project's impact on workforce productivity and engagement. Improved productivity KPIs demonstrate enhanced individual and collective performance, while increased engagement signifies a motivated and committed workforce, positively impacting Linlife's overall operational efficiency and success (Kerzner, 2022).

Lunchtime Congestion Reduction

Deliverable:

- Reducing local area congestion during lunch breaks by 35%.

This measure directly assesses the success of Linlife's efforts to streamline lunchtime operations. Reduced congestion enhances workplace efficiency and demonstrates Linlife's commitment to responsible and considerate corporate practices.

Employee Retention and Recruitment

Deliverable:

- Achieving a 10% reduction in annual employee turnover rates.

This deliverable indicates the success of initiatives focused on improving employee retention. A lower turnover rate signals a stable and satisfied workforce, positively impacting Linlife by reducing recruitment costs, preserving institutional knowledge, and fostering a more resilient organizational culture (Kim et al., 2021, Hannay and Northam, 2000).

Overall Employee Health and Well-being

Deliverable:

- Diminishing absenteeism rates due to health-related issues by 15%.

This metric reflects the positive impact of health and wellness initiatives on employee health. Lower absenteeism rates signify a healthier workforce, reducing healthcare costs for Linlife and contributing to a more resilient, robust and engaged employee population (Grawitch et al., 2006).

Enhanced Corporate Social Responsibility (CSR) Image

Deliverable:

- Receiving positive feedback and recognition from at least three external stakeholders or CSR assessment organizations.

Recognition from external stakeholders serves as an affirmation of the project's success and the positive impact it has on both internal and external stakeholders. This acknowledgement validates the organization's commitment to responsible practices and reinforces Linlife's position as a socially conscious and ethical organization, positively impacting its corporate

image and contributing to its enhanced credibility and trust within the broader community (Costa and Menichini, 2013).

Stakeholder Analysis

Stakeholder analysis is a systematic process of identifying, evaluating, and understanding individuals, groups, or entities that have a vested interest or influence in a project or organization (Olander, 2007). It is crucial for project management as it yields a comprehensive understanding of the key individuals and entities involved, allowing for effective communication, collaboration, and risk mitigation. The identification of Linlife's stakeholders' interests, concerns, and levels of influence would allow for the development of effective strategies aimed at ensuring their engagement and satisfaction, thereby contributing to the project's success (Karlsen, 2002).

Senior Management

- *Interest/Concern:* High
- *Influence/Power:* High

Senior management, being at the helm of organizational leadership, exhibits a high level of interest in the project's outcomes, as it directly aligns with overarching business objectives. Their influential decision-making authority holds substantial power in steering the project toward success. To engage effectively with senior management, a strategic approach involves providing them with regular updates and detailed reports on the project's process, ensuring transparency and alignment with organizational goals (Wageman et al., 2008).

Employees

- *Interest/Concern:* High
- *Influence/Power:* High

Employees, as key stakeholders, harbour a high level of interest in the project, given that its outcomes can directly impact their work environment and routines. Their collective influence is considerable, and their support is integral to the successful implementation of project initiatives (Igielski, 2019). To foster their engagement, a proactive strategy will entail regular feedback gathering and involvement in the planning and implementation processes (Kaur and Lodhia, 2018).

Local Community

- *Interest/Concern:* Low

- *Influence/Power: Low*

While the local community may have a relatively low level of direct involvement in the project, their interest and concern lie in understanding the potential impact on their surroundings (Kaur and Lodhia, 2018). To address their concerns and build a harmonious relationship, the engagement strategy emphasizes transparent communication about the project's potential benefits and its impact on the local area (Morsing and Schultz, 2006).

Vendors/Service Providers

- *Interest/Concern: Medium*
- *Influence/Power: High*

Vendors and service providers possess a moderate level of interest and concern in the project, given their role in supporting its implementation. Their influence, however, is substantial, as they contribute significantly to project success. Their engagement strategy will involve ascertaining continuous communication, to ensure their well-informedness about the project's requirements and changes, hence fostering a collaborative and adaptive partnership (Garcia and Sant'Anna, 2015).

Regulatory Authorities

- *Interest/Concern: Low*
- *Influence/Power: Medium*

Regulatory authorities have a low level of direct interest but a substantial concern for ensuring compliance with standards. The strategic approach towards promoting their positive engagement involves rigorous compliance, timely reporting, and transparent communication. In doing so, the project can establish a cooperative relationship with authorities, not only ensuring a smooth regulatory process but also enhancing the project's credibility and reputation (Sparrow, 2011, Seidenfeld, 1999).

Human Resources and Fitness and Healthcare Team

- *Interest/Concern: Medium*
- *Influence/Power: High*

This stakeholder group holds a moderate level of interest and concern, actively contributing to the successful execution of health and fitness programs. Their high level of influence arises from their direct participation in program execution. To enhance their commitment and contribution, the engagement strategy emphasizes regular involvement in program execution,

active participation, and a robust feedback collection mechanism, ensuring their valuable insights are incorporated for continuous improvement (Mikalsen and Jentoft, 2001).

Risk Management

Risk management is a yet another critical component of project management which encapsulates the identification, evaluation and strategic approach towards potential risks that could impact a project's outcomes (Raz, Shenhar and Dvir, 2002). It involves recognizing uncertainties that may arise during the project lifecycle, assessing their potential impact, and developing strategies to minimize or eliminate them (Hillson, 2017).

Risk 1: Operational Disruption due to Vendor Unreliability

This risk involves potential operational disruptions due to unreliable vendors, impacting the consistency of onsite catering services. To mitigate it, emphasis will be placed on establishing robust contractual agreements and ensuring backup vendor options.

Risk 2: Resistance or Lack of Employee Engagement

Proactively managing potential employee resistance is crucial to ensure the successful adoption of the impending changes. Mitigating this risk will involve the implementation of comprehensive communication strategies, actively involving employees, and conducting regular feedback sessions (Freddy and Mbohwa, 2013),

Risk 3: Potential Technology Breakdown or Infrastructure Failures

The risk of technology breakdown or infrastructure failures poses a potential threat to project efficiency. To safeguard against this, proactive measures, including regular maintenance, redundancy implementation, and strategic troubleshooting strategies, will be employed (Raz, Shenhar and Dvir, 2002).

Risk 4: Shortage of Funds

Fund shortages represent a frequently encountered challenge that could hinder the successful execution of a project, thereby rendering it imperative to proactively address this risk (Aven, 2016). A crucial step in this regard pertains to the development of a robust budget distribution plan prior to the commencement of the project's execution.

The budget allocated by Linlife, amounting to £300,000, has been strategically planned for distribution as follows:

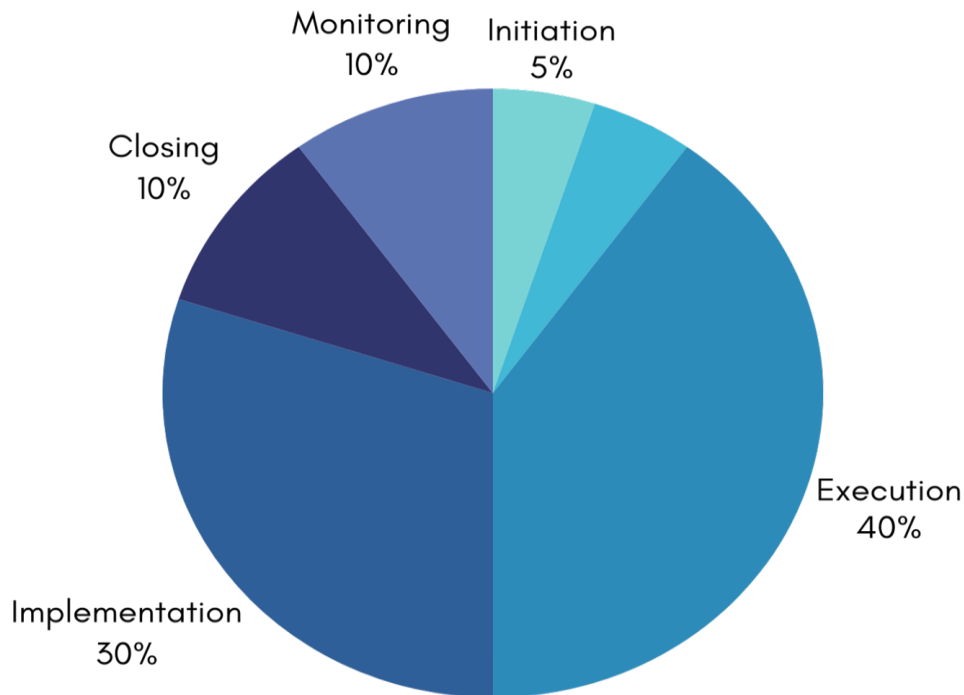


Figure 6. Budget Distribution

In addition, the project's risk management strategic planning will also encompass the implementation of stringent cost control measures and the establishment of a contingency fund to address unforeseen expenses, ensuring financial resilience throughout the project.

Conclusion

The current report entailed a thorough exploration of the company Linlife's transformative project. By providing detailed insights into the project's lifecycle, deliverables, stakeholder engagement, and risk management strategies, the paper sought to underscore the importance of robust project management in driving successful organizational initiatives. Through this analysis, the report not only uncovers the strategic acumen behind Linlife's initiatives but also illuminates how a well-executed project management framework can drive the successful realization of organizational objectives.

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PROJECT MANAGEMENT PLAN

Enhancing Employment Experience

BMSW5104

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Project Name Linlife

● Project Aim:

Improve employee work experience and performance at Linlife by addressing two aspects that impact the workplace environment.

● Objectives:

- Objective 1: Provide onsite catering.
- Objective 2: Promote a healthy lifestyle among employees.

● Expected Outcomes

- Improved employee well-being and satisfaction.
- Heightened employee productivity and engagement.
- Reduced lunchtime congestion issues.
- Elevated employee retention and recruitment rates.
- Improved overall employee health and well-being.
- Reduction in absenteeism rates.
- Enhanced corporate social responsibility (CSR) image.

Objective 1:

Provision of Onsite Lunch Solutions

- **Onsite Services Implementation:** Onsite cafeteria and food truck setup.
- **Catering Services Collaboration:** External catering partnerships.
- **Flexible Schedules Introduction:** Varied lunchtime schedules for different departments.
- **Onsite Dining Promotion:** Employee encouragement and incentives.
- **Monitoring and Feedback Mechanism:** Continuous evaluation and adaptation per employee feedback and participation rates.



Objective 1: WBS

	JAN 2024	FEB 2024	MAR 2024	APR 2024	MAY 2024	JUN 2024	JUL 2024	SEPT 2024	ONGO ING
Inflation Planning									
• Assess available space.									
• Research and sign contracts with vendors.									
• Develop initial design and layout plans.									
Execution and Setup									
• Initiate infrastructure setup.									
• Develop menus.									
• Devise lunchtime schedules for different departments.									
• Gather preliminary employee feedback.									
Implementation and Finalization									
• Complete setup of the onsite cafeteria and food truck.									
• Formalize lunchtime schedules across different departments.									
• Commence promotion campaigns to encourage employee utilization of the onsite dining facilities.									
Monitoring and Adjustment									
• Implement a continuous monitoring and feedback mechanism.									
• Adjust and refine menu offerings.									
• Consistently gather and analyze feedback									

Objective 2: Promoting Employee Health and Wellness



- **Employee Health Monitoring:** Periodic health assessments from professionals.
- **Health and Wellbeing Education:** Educational sessions on nutrition, exercise, and mental health.
- **Ergonomic Workplace Enhancement:** Enhancement of workplace ergonomics to reduce physical strain.
- **Mental Health Support Programs:** Introduction of counseling services and stress management workshops.
- **Fitness Programs:** Provision of gym memberships and onsite exercise options.
- **Fitness Challenges:** Initiatives encouraging employee engagement in physical exercises



Objective 2: WBS

	JAN 2024	FEB 2024	MAR 2024	APR 2024	MAY 2024	JUN 2024	JUL 2024	AUG 2024	SEPT 2024	OCT 2024	ONGO ING
Inflation Planning											
• Identify regulatory health standards.											
• Research and sign contracts with health and wellness providers.											
• Design ergonomic enhancements and mental health support programs.											
Execution and Setup											
• Implement periodic health assessments.											
• Create tailored health education workshops.											
• Enhance workplace ergonomics and introduce mental health support services.											
• Provide gym memberships and onsite exercise options.											
Implementation and Finalization											
• Finalize health activities schedules.											
• Promote mental health support programs.											
• Initiate fitness programs and challenges											
Monitoring and Adjustment											
• Implement a continuous monitoring and feedback mechanism.											
• Adjust and refine health offerings.											
• Consistently gather and analyze feedback											

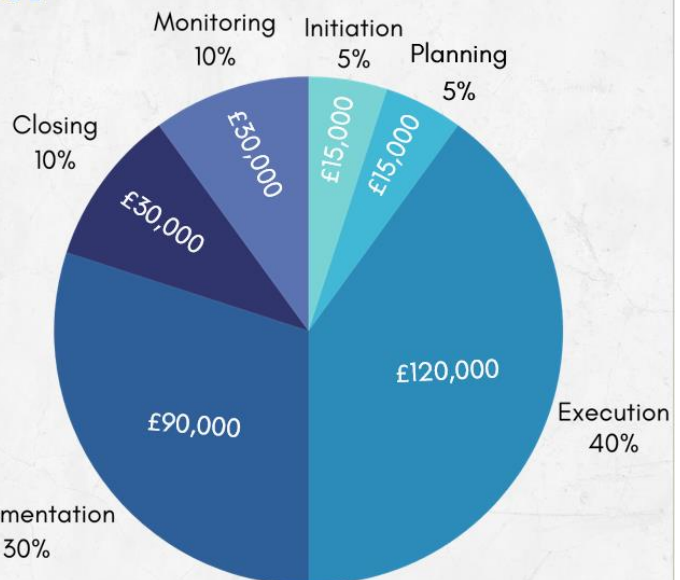
Stakeholder Analysis

Stakeholder	Interest/Concern	Influence/Power	Engagement Strategy
Senior Management	High	High	Regular updates and detailed reports on project process.
Employee	High	High	Regular feedback gathering, involvement in plan implementation.
Local Community	Low	Low	Communication on project impact and potential benefits.
Vendors/Service Provider	Medium	High	Clear and continuous communication on project needs and changes.
Regulatory Authorities	Low	Medium	Strict adherence to regulatory standards, timely compliance.
HR and Fitness and Healthcare Team	Medium	High	Active participation in program execution and regular feedback collection.

Budget Distribution

£300,000

Phase	%	Amount
Initiation	5%	£15,000
Planning	5%	£15,000
Execution	40%	£120,000
Implementation	30%	£90,000
Closing	10%	£30,000
Monitoring	10%	£30,000



Project Assumptions



- Availability of Necessary Resources**
 Support: Prior research; budget and resource planning.
- Employee Participation**
 Support: Research into similar initiatives; initial employee feedback and engagement surveys.
- Vendor Reliability**
 Support: Careful selection of vendors; contractual binding.
- Effectiveness of Programs**
 Support: Selection of qualified specialists.
- Achievement of Expected Outcomes**
 Support: Consistent Academic Research Findings (Kalliath and Kalliath, 2012; Haddon, 2018; Krekel, War and De Neve, 2019).

1 Risk: Operational Disruption due to Vendor and External Services Unreliability	2 Risk: Resistance or lack of employee engagement	3 Risk: Shortage of funds	4 Risk: Potential technology breakdown or infrastructure failures.
Risk Mitigation Strategies: • Maintain multiple vendor options as backups and establish clear contractual agreements • Regularly assess vendor performance • Establish contingency plans	Risk Mitigation Strategies • Implement comprehensive employee communication and engagement strategies • Conduct regular feedback sessions. • Provide incentives or rewards.	Risk Mitigation Strategies: • Regularly review and re-evaluate the budget • Ensure a contingency fund for unforeseen expenses. • Implement a stringent cost control and monitoring system	Risk Mitigation Strategies: • Conduct regular maintenance and quality checks • Implement redundancy measures • Establish strategies for rapid troubleshooting and maintenance support

Achieving Effective Communication in the Project

01

Development of a Communication Plan

04

Active Listening

02

Regular Project Updates and Team Meetings

05

Usage of Collaboration Tools

03

Openness to Feedback and Criticism

06

Respectful Demeanor

Conclusion

1

Employee Well-being and Satisfaction

- Achieve a 25% increase in the Employee Satisfaction Index.
- Receive a minimum of 85% positive employee feedback.

4

Employee Retention and Recruitment

- Achieve a 10% reduction in annual employee turnover rates.

2

Employee Productivity and Engagement

- Attain a 20% improvement in KPI.
- Increase employee engagement scores by at least 25%.

5

Overall Employee Health and Well-being

- Diminish absenteeism rates due to health-related issues by 15%.

3

Lunchtime Congestion Reduction

- Reduce local area congestion during lunch breaks by of 35%

6

Enhanced Corporate Social Responsibility (CSR) Image

- Receive positive feedback and recognition from at least three external stakeholders or CSR assessment organization.

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