



END OF PROJECT REPORT

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1. Introduction

The Monitoring and Control processes are essential functions of the overall project management plan, which monitor the operational plans' proper implementation. They provide the manager with tools that determine whether the organization is approaching the planned goals. The system informs the manager about deviations from the planned results and the importance or amount of these deviations. Recommends corrective actions and alternative courses of behavior. The control is a mechanism for bringing the actual results in line with the prepared plans. (Kidston & Haward, 2015)

The follow-up evaluation of the project was performed after its completion. Performance evaluation identifies the factors that contribute to the success or failure of the project, achievements, and results, identifies acceptable practices, including procedures, techniques, and management tools.

2. 3Monitoring and Control

The monitoring process has four steps, which were performed in the form of specific steps:

- ✓ collecting information for the evaluation of the implementation of the plan-tasks
- ✓ analysis of the information and formulation of evaluations for the implementation,
- ✓ comparison of the results with the plan and forecasts for the future course of the project,
- ✓ planning and carrying out the actions for correcting the implementation of the project.

The main document in planning the monitoring and control is the Logical Matrix, and more precisely, the data on the planned resources, activities, expected results, and protocols for evaluation of these results. (Kidston & Haward, 2015)

The scheme for monitoring and controlling the project "Beauty service at home" must answer the following questions:

Parameters	ID	Parameters	Questions	Yes	No
Summarizing	1	Goal and objectives	Whether the goal of the project will be achieved?		
	2	Budget	Will the project fit into the budget that was planned?		
	3	Term	Whether the deadline for submission of the project will be met?		
	4	Quality	Will the quality agreed in the project be observed?		
Thorough	5	Quality of work of the team	Do the project members work with quality and with the necessary workload?		
	6	Resource use	Do they fully and purposefully use the resources (equipment, money, materials)?		

A specific feature of the first purpose of monitoring and control is capturing in time the danger of failure. In the case of the "Beauty service at the home project," the danger of the project failure is the delicate situation with the spread of the COVID-19 pandemic, the closure of cities under quarantine, and the restrictions imposed by the government in the UK on close social contacts, gatherings and home visits by people who do not. are related. (BBC News, 2020). Such restrictions hinder home care in various business industries. One of the most affected is the cleaning services. (Korin Miller, 2020)

The second purpose is determined by the danger in the project's course to exceed the estimated total value of the works due to the inappropriate allocation of resources between the individual tasks. For example, in the plan of the project Beauty service at home, the purchase of a company car is set, which can be used by the employees for faster movement between the clients' addresses. (Kidston & Haward, 2015)

A budget of 50K has been set, and therefore the value of the company car is not appropriate to exceed the total amount. Buying too expensive equipment (materials and appliances) also proves to be a danger of exceeding the estimated value. (Burke, 2013)

Budget and expenditure monitoring includes:

- control over the overall project budget
- control by elements of the budget
- cost control (unit costs)

Cash Flow Beauty service at home:

ID	Activity Name	e cost / £	e weeks	Month 1				Month 2				Month 3				Month 4				Month 5				Month 6			
				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
1	hairdresser set	£470	7							£470																	
2	manicure set	£640	7								£640																
3	hair products	2000	9												£2,000												
4	nail products	2500	10													£2,500											
5	Electric Nail Drill Machines	1000	12																	£1,000							
6	LED Lamps	350	3			350																					
7	hair dryers	500	9									£500															
8	other hair electric machines	1000	21																						£1,000		
9	website payment point	1000	12												£1,000												
10	company's app	480	8								£480																
11	company's car	10000	21																				10,000				
12	company's car documents	2000	19																					£2,000			
13	company's travel card	500	3			£500																					
14	staff salary	22000	23																						£22,000		
15	staff training/team meetings	600	6							£600																	
Total:		45040		0	0	0	850	0	0	£1,070	1120	0	500	0	3000	0	2500	0	0	0	1000	0	0	10000	2000	23000	0

The extension of the project after the planned deadline leads not only to additional costs but also to material and intangible losses. In the period of compliance with the deadline and budget, not excluded from worsening the quality of implementation. (Burke, 2013)

From the Cash Flow Beauty service at home, it can be seen that determining the pay of the employees who will be the "mobile beauty salon" takes the most time to be completed - 23 weeks. However, it will be completed earlier within the set time. The allotted time for equipping hairdressers with hairdressing-specific electrical appliances extended from the planned 12-week period to 2 weeks. A possible reason for the delay in appliances is the

limited movement of goods and people due to the COVID-19 pandemic. Equipment will do on time, despite the extension of time. It is noticed that the procurement of LED Lamps for the team of manicurists instead of the planned eight weeks arrived in 3 weeks.

Monitoring can be defined as a description of events and conditions within a certain period. The system contains the methods and tools used to measure, evaluate, and provide information to managers on how the set goals have been achieved. After receiving the information, the project manager uses the obtained data to impose control. (Lester, 2007)

Reports shall be prepared that meet the following requirements:

- ✓ include only the required data
- ✓ not contain unnecessary information
- ✓ to consider exceptions (deviations)
- ✓ to identify problems
- ✓ to offer solutions
- ✓ to be submitted in due time.

Requirements for the system and monitoring procedures must meet specific requirements. The object of monitoring and control is, first of all, the results set in the plan. The criteria must define in advance. If team members produce random control reports, they are likely to report only good news. Conversely, if they become accustomed to controlling an established system, they are likely to be reasonably accountable for the project's status. Monitoring and control procedures should be friendly and straightforward. Short and straightforward reporting documents with precise criteria and formats are preferable. (Lester, 2007)

Control reports must have a constant frequency. The reports' frequency depends on the project's duration, and the complexity of the stage reported. High-risk activities can be monitored more often. Towards the end of the project, weekly or daily monitoring may be required. The reports should discuss at workshops—effective evaluation of the project progress. Costs and time are used as objective indicators of project progress—practical actions to correct performance. The project team must take effective action to overcome the deviations from the plan. It analyzes how the changes in the plan will affect the expected results. Determination to take action. (Burke, 2013)

The purpose of monitoring is to control the implementation of the project. Management control uses the information gathered from what has been done to develop the necessary future actions. The control must be carried out at an early stage -any deviation must be identified and reported to the observer as soon as possible. Deviations must be identified early enough for corrective action to be taken before implementing the project objectives has been seriously affected. (Graham, 2010)

Beauty salon develops its own cost control system depending on the specific activities of the new project.

The Beauty Home Service project control system provides:

- ✓ The reporting information reflects the actual costs compared to the planned ones.
- ✓ Reporting information is timely and is provided in such periods that will allow management to make decisions in case of problems.

- ✓ Gathering information and reporting costs does not become an obstacle in the implementation of the project.
- ✓ The statement of expenditure status is developed depending on the organization's accounting practice and the requirements of the donor to the format of the report.

Quality control is a process of establishing standards for project implementation when there are deviations from the standards. Quality control is a mechanism that involves monitoring, testing, gathering, and analyzing the information needed for this purpose. The company develops its own quality control system. (Graham, 2010)

Communications for monitoring and control. The project manager is an information center for the progress of the project. It receives information from subcontractors and is submitted to the management of the organization. In large projects, it is practiced to select those responsible for individual tasks. When compiling a report, those responsible summarize the information from its group of tasks, and the project manager for the whole activity. The manager can check only individual tasks. This particular style of control is called helicopter control. (Graham, 2010)

The beauty salon provides an opportunity for customers to evaluate the company's new type of service, which helps to direct in the right direction the management's decisions for future actions on this project. System planning requires defining criteria to meet the results achieved and ways to compare them with the planned ones. (Graham, 2010)

3. Execution and control – PRINCE2

PRINCE2 stands for PProjects IN Controlled Environments.

PRINCE2 is an international bestseller because it introduces a common language and terminology that is used and understood by project participants. The method is very flexible and scalable and clearly defines the project's life cycle, from preparation, through the implementation stages, to completion. In the PRINCE2 environment, all project participants have clear roles and responsibilities. It is clear who makes what decisions. It is clear to whom and what kind of work is delegated. (OGC, 2009)

The method is a prescription for the endeavors' success, as "success" means the achievement of benefits for the business. The flexibility of PRINCE2 allows it to be used for both more bureaucratic (waterfall) and flexible (agile) driving style. (OGC, 2009)

The objectives of the project Beauty service at home are:

- ✓ We are easing customer access to the service.
- ✓ We are attracting new clients.
- ✓ Customer service on the website, available 24 hours a day, available 24 hours a day.
- ✓ Comfortable customer service through the 12/7 program
- ✓ Reduce costs with the introduction of a comfortable service.

The project was created to increase the flow of customers who can receive quality service in their homes. The main factor for the failure of the project is the constraints during the pandemic and social distance. The service offers convenience and a solution and will mark a future profit for the business, with the growing interest of customers and the widespread use. More and more "mobile beauty teams" can cover a larger service area and expand its business.

The stages of project evaluation are linked to the project's logical matrix and generally follow the vertical logic of the project, but from the bottom-up costs, activities, results, and specific goal of the project. By the management of the organization and how accurately the project's financial sustainability was assessed. Finally, the content and quality of the services must be assessed. (Hedeman & Seegers, 2009)

Reporting and evaluation of the project implementation				
1	Brief general information about the project	Beauty service at home		
2	Implementation period	Six months		
3	Support provided - donors, partners	Company's owner		
4	Scope of the project - geographical, target group, etc.	• city area • more customers • all groups		
5	Team information	• Supervisor • Website operator • Two hairdresser • Two manicurists		
6	Description of the implemented activities	• Staff recruitment • Staff training • Working team meetings • Purchase of equipment • Provision of • transport/means of • transport • Creating a web point for • customers and apps • Establishing public • relations • Monitoring and • evaluation • Reporting to donors		
7	Difficulties that have been overcome and in what way	• social distance • restrictions on movement and visiting		

		• delayed deliveries of equipment • health and social training • purchase of protective clothing and materials		
8	Evaluation of the achieved results	implementation of the planned activities within the set term, quality, without exceeding the budget		
9	Assessment of changes in the capacity of the organization			
10	Recommendations for the implementation of such projects	the anticipation of surprising risks (natural disasters, viral pandemic, accidents)		

The evaluation of the project implementation is a planned process of systematic and objective determination of the justification (economy), efficiency, effectiveness, and impact of the project in its objectives. (Hedeman & Seegers, 2009)

It is an ongoing process that continues during the implementation of the project and after its completion.

Types of assessments according to the stage of project implementation			
Questions	Ongoing assessment	Final evaluation	Ex-post evaluation
Efficient use of resources (time, money, equipment, staff)?			
Are the deadlines met/is the budget exceeded?			
Are these the expected results?			
Which part worked best, and why?			
What do others (local community) think about what we have achieved so far?			
Change is a methodology during the project / why?			
Will the benefits of the project be lasting?			
How can we improve what we have achieved?			

Completion of the project. Completion of the project is the final phase of its management. The main stages are organizational completion, project documentation, audit control, and final report, acceptance by the contracting authority (donor), and completion of the project Beauty service at home. (Hedeman & Seegers, 2009)

Strategy for "leaving" the project

- if the project needs funds to continue to exist - new donors and partners
- proper documentation and finances
- issuance of a report to all stakeholders
- If opened a project bank account, close it
- saving the working group for other projects
- informing and thanking the people who funded the project that the work has been completed successfully
- preparation of materials for publication
- organizing a celebration for everyone who participated in the project

4. Conclusion

Monitoring means not only to gather the necessary information and to carry out control. The information and control decisions must be communicated - in an appropriate form and to the person who needs it. The project reports were developed in standard form. The content of the reports must correspond to the logical matrix and the related documents. Each of these control tools must be oriented to the purpose of the project: in the logical matrix, schedule of activities, schedule of costs by activities. The report for the progress of the project must contain: a summary of the actual state of the project, activities performed for the reported period, an estimate of the costs incurred so far, problems encountered and expected, planned main activities, and a schedule for implementation by the end of the project.

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