

Develop new training

From Team member to Leader
in Pret a Manger



Student: Lizbet Halison Munteanu Gamboa

Student number: 2019783

Academic Year: 2022/2023

Lecturer: Charles Nwaogwugwu

Module title: Managing Project in the Organization

Module code: BMSW5104

Develop a new training



Get approval from management



Develop a new training program



Recruit trainer



How to provide training



Venue



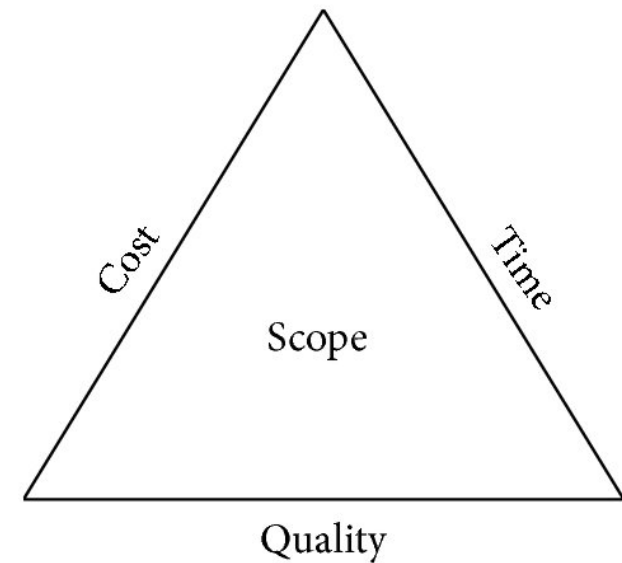
Evaluation

WHICH THEORY DO WE APPLY?

Project Management Life Cycle



educba.com



DECI model

PROJECT SCOPE

Objective

Reduce from 1 year to 6 months the training, renewing to the latest update, after Covid-19, following the requirement of the government and H&S auditors.

Duration of the project

Start date 01.12.2022

End date 01.06.2023

Stakeholders

Employer, employees, H&S auditors, customers

Monitoring and Controlling length

When project is ready, the length of monitoring is of six months

Cost of the project

165 260,00€

QUAD CHART

Purpose

- ❖ Update information included on the training (after Covid-19)
- ❖ Reduce time for training (from 1 year to 6 months)
- ❖ Reduce cost of the new training

Desired end Result

- ❖ Have double of qualified workers graduated in 1 year

Stakeholders

- ❖ Company
- ❖ Customers
- ❖ Workers
- ❖ H&S auditor

Measure of success

- ❖ Save thousand of hours paid for training
- ❖ Saving on cost of venue for training
- ❖ 1#

WBS – WORK BREAKDOWN STRUCTURE



1.0 Get approval from management

- 1.1 Build a new case
 - 1.1.1 Prepare a presentation
- 1.2. Request a meeting
 - 1.2.1 Sending email with update about the development



2.0 Develop a new training program

- 2.1 Research online
- 2.2 Get material from trainer providers
- 2.3 Compare information
- 2.4 Prepare training pathway



3.0 Recruit trainers

- 3.1 Research online qualified trainers
- 3.2 Recruit within company seniors
- 3.3 Recruit through recruitment centre



4.0 Deliver training

- 4.1 Create a new book pathway
- 4.2 Online Videos
- 4.3 Request meeting with trainer
 - 4.3.1 get feedback



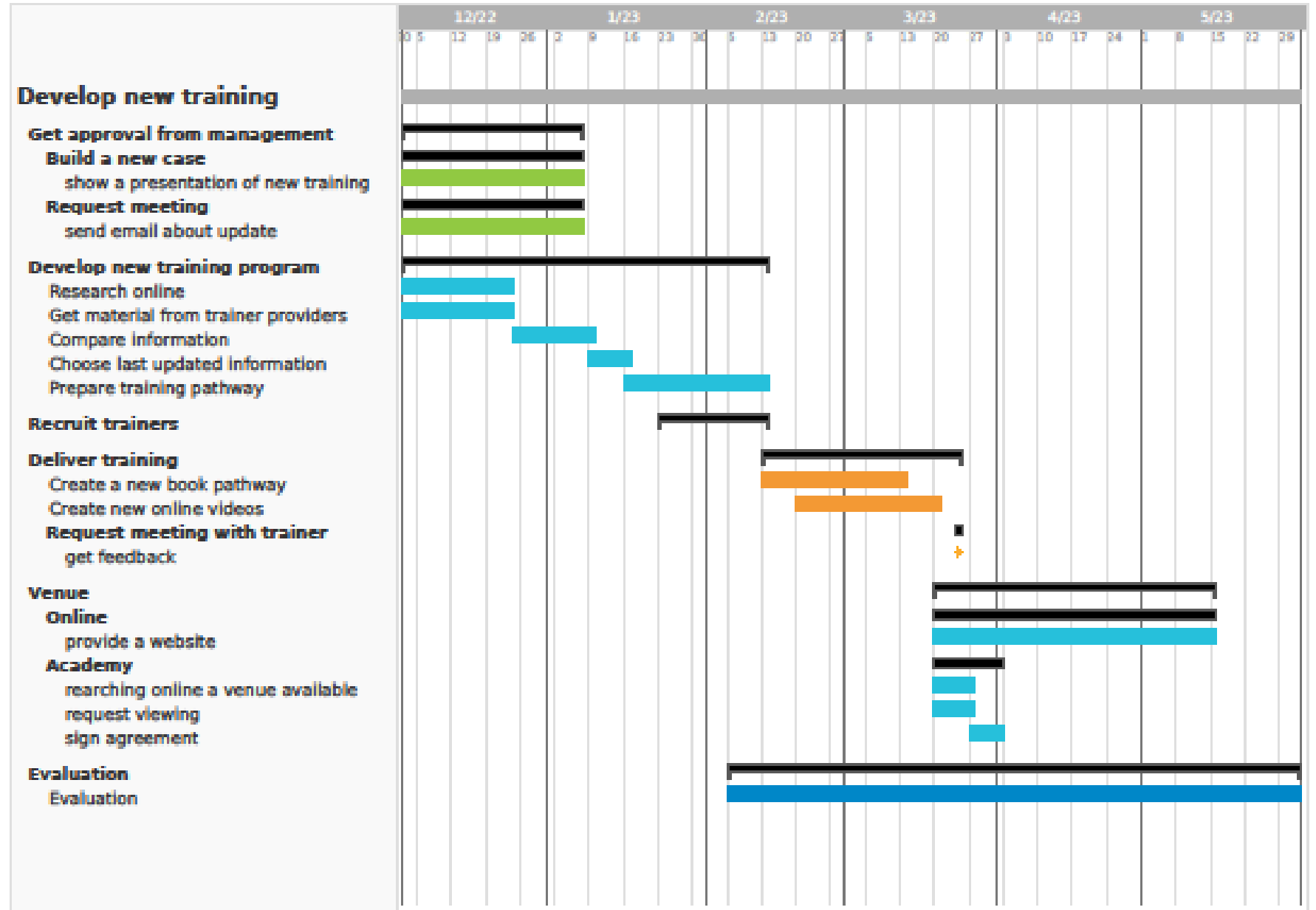
5.0 Venue

- 5.1 Online
 - 5.1.1 Provide a website
- 5.2 Academy
 - 5.2.1 Searching online and with agents a venue available
 - 5.2.2 Request viewing
 - 5.2.3 Sign agreement
 - 5.2.4 Refurbish the venue

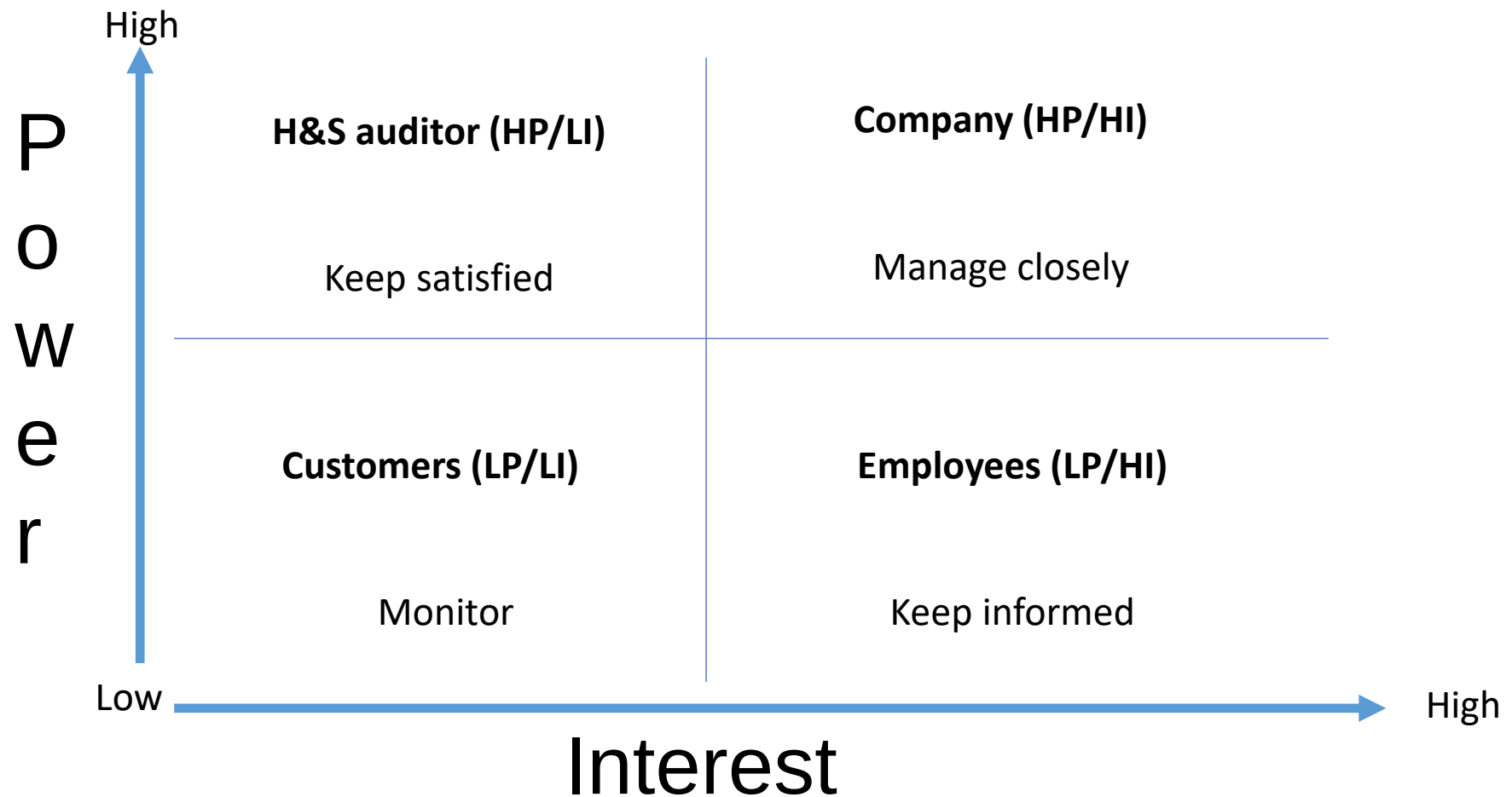


6.0 Evaluation

GANTT CHART



Stakeholder analysis



Stakeholder communication plan

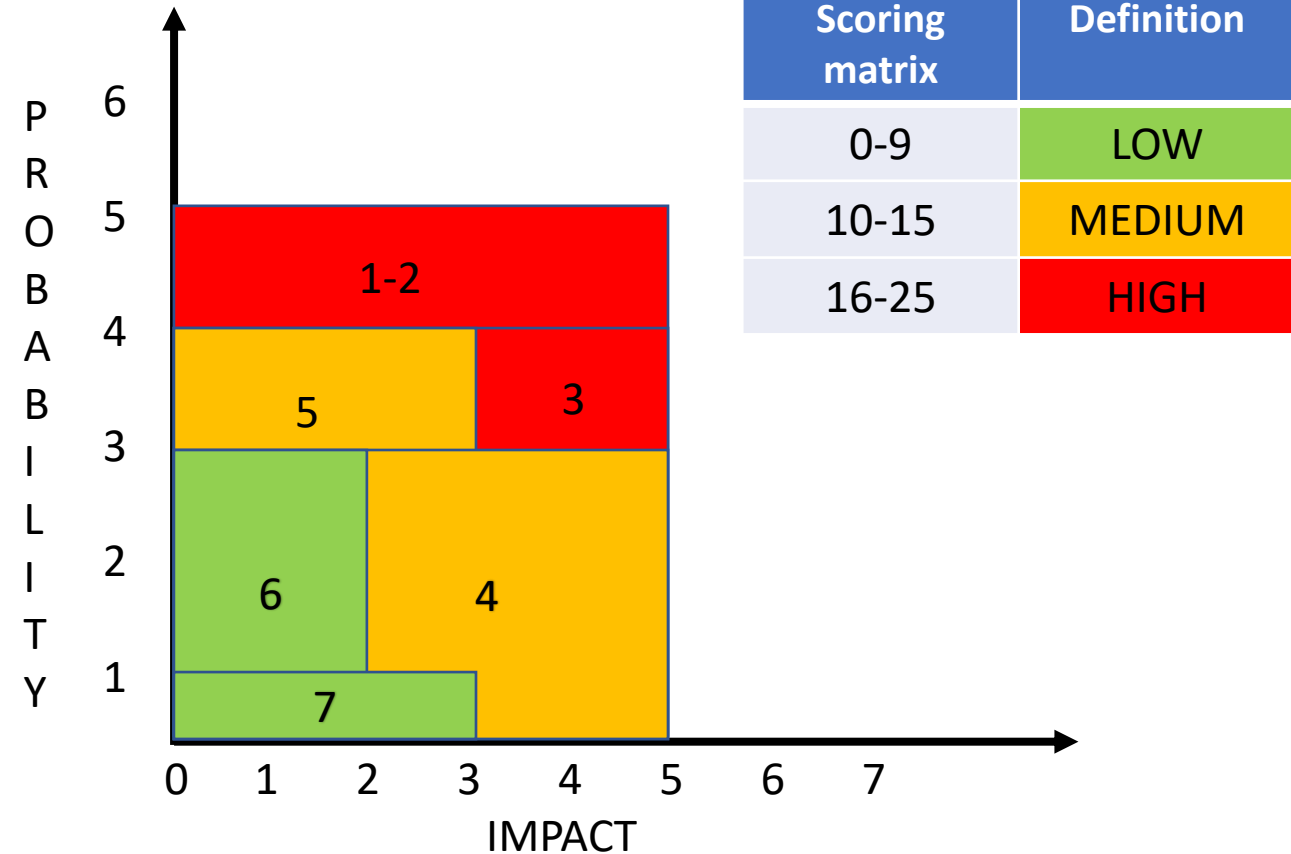
Stakeholder name	Engagement action	Key issue/ interest	Owner	Communication channel	Frequency
Company	Manage closely	Successful of project on time and on budget	Project manager	Emails, meeting	Bi-weekly
H&S auditors	Keep satisfied	Make sure to follow the standards	Project manager	Email update	Quarterly
Employees	Keep informed	Easier and faster training Less pressure	Project manager	Briefing, emails	weekly
Customers	monitor		Project manager	Website	End

RISK ASSESSMENT

ID	RISK	PROBABILITY	IMPACT	SEVERITY	DESCRIPTION
1	Project creep	High	Medium	High	Unexpected changes on the project
2	Lack of communication	Medium	High	High	Stakeholders need to keep updated.
3	Cost of the project	High	High	High	Variance of the cost of the project can affect the success of the project.
4	Legal action delays	Medium	High	Medium	Document required can impact the length of the project
5	Lack of Time for training	Medium	Medium	Medium	Not enough time to follow training due to busy time and understaff
6	Extension of time for the project	Medium	Low	Low	
7	No injury	Low	Low	Low	Not use of dangerous tools.

Risk Assessment - Matrix

ID	RISK	IMPACT	PROBABILITY	SCORING MATRIX
1	Project creep	5	5	25
2	Lack of communication	5	5	25
3	Cost of the project	5	4	20
4	Legal action delays	5	3	15
5	Lack of Time for training	3	4	12
6	Extension of time for the project	2	3	6
7	No injury	3	1	3



COST ANALYSIS

Activities deliverable	Cost description	Cost per unit (£)	Quantity	Total cost (£)
Deliverable 1	Meeting stakeholders			
	Transport fare	6,00	5	£30,00
	Coffee	4,00	20	£80,00
Subtotal				£110,00
Deliverable 2	Research information updated			
	Contract trainer provider	250,00	1	250,00
	Create a new pathway	500,00	1	500,00
Subtotal				£750,00
Deliverable 3	Recruit trainers			
Recruit trainers	Contract trainers qualified	1800,00	10	18000,00
Subtotal				18000,00
Deliverable 4	Provide equipment			
Provide equipment	Create new website	1400,00	1	1400,00
	Create new book	60,00	100	6000,00
	Tablet for training online	400,00	100	4000,00
Subtotal				11400,00
Deliverable 5	Venue			
	Find new Academy	10000,00	1	120000,00/year
	Refurbishment academy	15000,00	1	15000,00
Subtotal				135000,00
TOTAL COST				165 260,00£

EVALUATION

After 6 month of monitoring the training we received following feedbacks

POSITIVE FEEDBACK

- Workers happier to save time and receive latest information;
- H&s auditor impressed of the improvement
- Company saved money for saving hours for training and have more qualified employees



NEGATIVE FEEDBACK

- Not enough time to finish the training on the time established
- employees feel a bit under pressure

CONCLUSION

After reviewing the feedback we decided to extended the length of training from 6 to 8 months to give the opportunity to the workers to do the training with less pressure.

REFERENCES

- Ramazani, Jalal, and George Jergeas. "Project managers and the journey from good to great: The benefits of investment in project management training and education." *International Journal of Project Management* 33.1 (2015): 41-52.
- <https://www.stakeholdermap.com/risk/register-common-project-risks.html> (accessed on 21/11/2022)
- <https://moodle.uwtsd.ac.uk/course/view.php?id=7959> (accessed on 19/11/2022)
- <https://www.emerald.com/insight/content/doi/10.1108/00197851011070695/full/pdf?title=how-training-in-project-management-can-help-businesses-to-get-back-on-track>(accessed on 20/11/2022)
- <https://app.teamgantt.com/projects/gantt?ids=3302060> (accessed on 19/11/2022)
- <https://www.northeastern.edu/graduate/blog/develop-project-scope-statement/#:~:text=A%20project%20scope%20statement%20provides,and%20within%20the%20allotted%20budget.> (accessed on 22/11/2022)
- <https://www.pret.co.uk/en-GB/allergenguide-team-training> (accessed on 19/11/2022)

APPENDIX

WBS PROJECT

Breakdown	Description	WBS	Code
Deliverable 1	Get approval from management. Project need to be ready to be present to the management and get approval		1.0
WP1	Build a new case		1.1
	Make a presentation	1.1.1	
WP2	Request meeting		1.2
	Send email with updates	1.2.1	
Deliverable 2	Developing a new program training. Search and find the latest information after covid-19 about training.		2.0
	Research online		2.1
	Get material from trainer providers		2.2
	Compare information		2.3
	Prepare training pathway		2.4
Deliverable 3	Recruit trainers. Looking and recruit trainers.		3.0
	Research online qualified trainers		3.1.
	Recruit within company seniors		3.2
	Recruit through recruitment centre		3.3
Deliverable 4	Deliver training. How to provide the training and which resources the employees will have.		4.0
	Create a new book pathway		4.1
	Online Videos		4.2
	Request meeting with trainer		4.3
	get feedback	4.3.1	
Deliverable 5	Venue. Searching a find a new location for recruitment centre and creation of new webiste.		5.0
	Online		5.1
	Provide a website	5.1.1	
	Academy		5.2
	Searching online and with agents a venue available	5.2.1	
	Request viewing	5.2.2	
	Sign agreement	5.2.3	
	Refurbish the venue	5.2.4	
Deliverable 6	Evaluation		6.0



Thanks for your attention!

Any question?