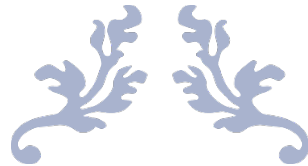




University of Wales
Trinity Saint David
LONDON



BA (HONS) LEADERSHIP AND MANAGEMENT SKILLS IN THE WORKPLACE



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Report Description

'The Well beingness Cafeteria' in John Lewis Oxford Street London is a project that aims to promote healthy eating and overall well-being. The cafe will offer a variety of nutritious food options, including vegan and gluten-free options, as well as fresh juices and smoothies. The environment will be designed to create a calming and relaxing atmosphere, with natural lighting, plants, and comfortable seating.

Company Introduction



Picture source: John Lewis Oxford Street store Shutterstock

The store was founded by John Lewis in 1864 on Oxford Street in London. The store is a well-known department store that has been a fixture of the city for many years. The store is renowned for its wide range of high-quality products, including clothing, electronics, and home goods. With its convenient location in the heart of London, John Lewis is a popular destination for locals and tourists alike. The store's friendly staff and expert customer service make it a great place to shop for all your needs.

Project Management (PM)

A project is a unique Venture with a beginning and an end, conducted by people to meet established goals, within cost, time and quality parameters. (PMI,2004)

Communication, decision making and mid-game strategy) and driving the project through to completion (leadership, crisis management, and end-game strategy) p8 Berkun, Scott (2008)

The Traditional Predictive Project management method will be used for this report.

Project Planning

Goal

- To reduce the movement of staff from the premise during lunch break which is currently creating congestion issues in the local area.
- To help staff develop a healthy lifestyle which the organisation believes is part of their CSR and will also reduce staff absentee.

Scope

The Project scope is the work which must be performed to deliver a product, service or result with the specified features and functions (PMI 2006,385)

It also provides the link between the project goal and the work which needs to be completed to achieve the project.

The aim is to Convert the existing Open space at John Lewis on Oxford Street into a Canteen, A well-being space for the staff to relax, a gym with showers, and a yoga space.

The Canteen will be in 4 high ceiling open parts. Divided using a health-benefits wall of plants.

- 1 for the executives and managers
- 1 for the main staff members
- 2 for the factory workers.

The staff are expected to eat within 20-30 minutes and move to the other parts of the well-being area. So that the other staff can have the space too because there are 1000 in number, they can all fit in the canteen at the same time.

The second part of the plan is a Well-being quiet area:

- This area is divided into 4 parts a rooftop height with a wall of health-benefit plants.
- 2 of the part will have one large ergonomics sofa well light from the skylight.
- The next 2 rooms will have 2 large ergonomics benches surrounded by health-benefit plants and well-lit from the skylight.

Lastly on this project:

- The gym will be equipped with 5 treadmills, 5 bicycles, 4 weight bench sets and 10 sets of shower rooms.

- The yoga space is divided into 4 big open spaces surrounded by plants 20 yoga mats and a set of 10 showers.

The food, drinks and fruits will be outsourced to another company for example. (Wagamama) they have agreed to provide the healthy living style meals the staff members requested. The food and drinks will be delivered just before lunch and set up for the employees. There will be different kinds of food to meet the request and will be packaged in healthy see-through packaging so staff can make the choices.

Work Breakdown Structure

The figure below shows the different phases of the task and activities to be done.

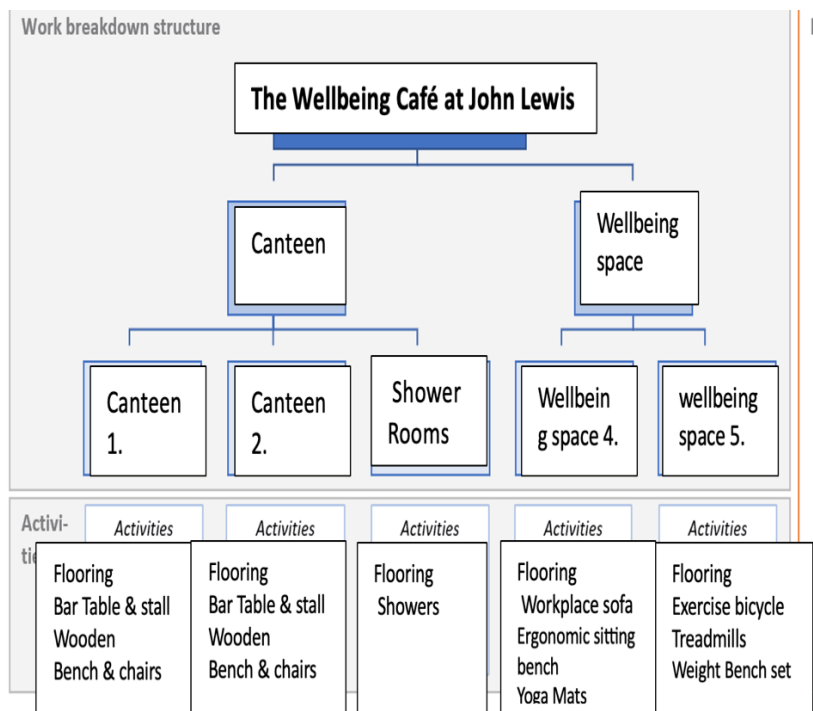


Fig: 2 Sources: Management project

Cost and resources needed for the project.

product	What is needed	Numbers	Price per unit	Total
1.Canteen	Bar Table and 5 Stalls	30	£400	£12,000
2. Canteen	Wooden bench and 4 chairs	15	£400	£6,000
3.Wellbeing Space	Ergonomic workplace sofa	4	£1000	£4000
4. Wellbeing Space	Ergonomic sitting benches	8	£400	£3,200
5.Gym Space	Exercise Bicycle	5	£500	£2,500
6.Gym Space	Treadmills	5	£800	£4,000
7. Gym Space	Weight Bench set	4	£800	£3,200
8.Yoga Space	Yoga Mats	20	£20	£400
9. Shower rooms	estimate	20	£ 1000	£20,000
10. people	420 hours in 3 months	4	£2,100	£8,400
11.contractor	144 hours in 3 months	1	£1800	£5,400
12. PM	480 hours in 3 months	1	£4,000	£12,000
13. contingency	Estimate			£15,000
		Total Cost		£96,100

Fig 3. Done by Timi McQuade idea from Mike Clayton

Resources

Get an expert to come inspect the space and provide a building plan.

Apply for a licence from the council to build an addition to the existing space.

A team of 5, one of them will be the contractor he will oversee the project and report to me as the project manager.

Archives

According to a report, John Lewis - Leads branch has implemented a well-being initiative.

The company hired over 700 "well-being champions" to promote employee well-being. One successful program was "Wake Up, Shake Up," where staff danced before the store opened. Employees were happy with the effort put towards their well-being. (John Lewis Staff, 2020)

Benefit Analysis

Completing the project will benefit and enhance the well-being of the organisation in many ways:

- It will make a difference to their eating habits and exercise routine.
- Coming back from break they would have rested well and ready to effectively produce at their job.
- Reducing the congestion of employees in the local area, therefore, resolving the external problems to the company.
- Reduction of absences during work hours.
- Compliance with their CSR.
- To be compliance with the WELL Building Standard
- A healthier environment has a direct impact on the occupant's well-being.

Source: www.cundall.com

Scope Validation

At this stage, the project proposal has been accepted and the building addition plans have been approved. A meeting was held with the executives, to review the proposal and approve the project and budget. They thoroughly inspected and approved the budget. The project will now move forward to the execution phase. (Scott et al., 2021)

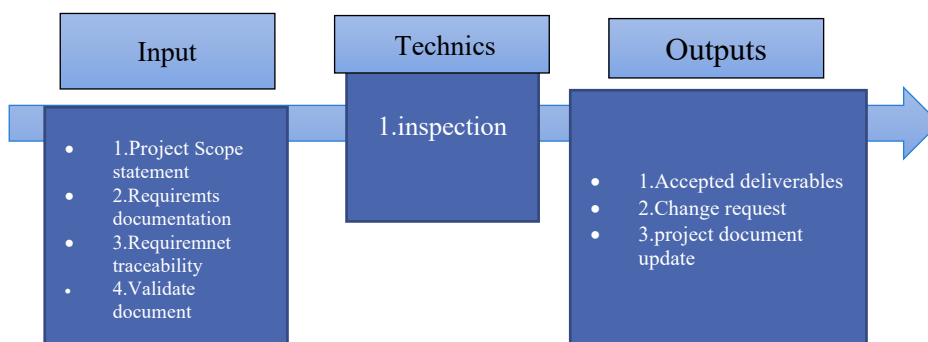


Fig 4: Scope Validation (done by Timi idea from) Module Week 4

Risk, Issues and Constraints

Risks would be any event that could cause damage to the project, which may cause injury, liability, or loss it could be internal or external which will cause vulnerable, and which can be neutralised by taking the necessary action.

Managing Risk on the Project

- Tolerate – there are some risks that would not cause harm to the project like little mistakes which one can overlook and correct.
- Treat— some Risks could bring harm to the project and to the Organisation like while trying to install the shower and overflow of water in the whole building thereby causing a closure of the building so that the damage can be dealt with. This kind of risk should be avoided by making sure all pipes are turned off and putting in measures to alert the contractor and the PM to reduce the impact.
- Terminate— this point can be handled by taking actions to eliminate the risks so that it does not happen, doing this in a different way. From the example above make sure that there are sensors or trigger measures that can detect if there is a continuous flow of running water to alert the contractor or myself the PM.
- Transfer— Where the damage cannot be resolved by the team it would be transferred to a third party who would be paid to resolve the issue so as not to damage the project or the reputation of the business.
- Contingency plan— To create a contingency plan, identify the risk and determine its impact. Set trigger values for when to use a communication approach. From the example above discuss the issue with senior management before referring it to a third party. (Scott et al., 2021)
- To communicate feedback from executives and provide an estimate of the timeline for the workspaces' readiness, it is necessary to meet with the project team. Ensuring that the updated risk chart is available in a common location and that the new information is added to the risk register, where it can be easily seen. Quantifying risks is important to determine when action needs to be taken.

Some Risks *which* could occur during *The Well-being Project*.

- A worker could be absent because they are sick or unable to continue the task.
- We could go out of scope for example funds.
- There could be that the task took longer than anticipated.
- Not having the right experience and or advice from the expert

- Environmental factors – the bad weather could stop workers from coming to work.
- Legislative factors- not having an approved plan to start the project.
- Staff are not happy with the change and do not comply.
- Avoid any Scope creep or manage it.

SMART Objectives

Specific – to reduce congestion issues in the local area and to reduce staff absenteeism.

Measurable-the objective is to provide a Wellbeing Cafeteria to develop a healthy lifestyle which the project intends to achieve.

Achievable—it is achievable with the given time around.

Realistic— Given the budget required is approved and the number of resources required.

Timebound— the project will take 3 months.

Cost and Recourses

Determining the Budget

When planning a budget, it's essential to factor in all expenses related to the project, such as labour costs, materials, equipment rentals, licenses, insurance, and any other necessary expenses. We have also considered potential risk factors. After identifying all expenses, they will be added up to create the project budget. We have created a realistic budget that considers all necessary expenses while working within the available funding. (Scott et al., 2021)

The cost of materials and resources for the predicted schedule of the project is displayed in Figure 3 above.

Stakeholder Analysis

They are anyone who has an interest in the project and those who are involved in the project it could be finance, opinion, ideas and or experts it is key to define the stakeholder at the beginning of the project. Source: (Winstanley,1999)

The project Stakeholders are the executives, managers, office staff, factory workers, the team involved in the project, me, and external factors such as The Locals, the Town Council, and Wagamama Restaurant on Oxford Street.

To effectively communicate with them, it's important to have a respectful meeting and listen to their inquiries. Additionally, promptly responding to their emails and answering their calls regarding the project is essential.

(Scott et al., 2021)

Quade Chart—Specification sheet

TITLE: The Well-being Café at John Lewis Oxford	
PURPOSE (AIMS/OBJECTIVES) - To reduce the movement of staff from the premise during lunch break which is currently creating congestion issues in the local area. -To help staff develop a healthy lifestyle which the organisation believes is part of their CSR and will also reduce staff absentee.	CUSTOMERS (STAKEHOLDERS) - The workers - Me - The organisation - Drivers - Line managers - Factory worker - The locals - The local council - Wagamama restaurant
DESIRED END RESULT (CRITICAL SUCCESS FACTORS) To complete the Project The 3 parts of the Canteen The quiet room (with 4 adjacent space) A Yoga room (with 4 adjacent spaces) The gym (big open space)	MEASURES OF SUCCESS (STANDARDS / CRITERIA) 3 months' time frame for the Project to complete. More Positive Feedback than negative feedback Review of servery

Fig: 5 Source Module

Project Execution

The project will start with the canteen section meeting with the contractor and his team showing them around the space showing them the plane and getting their feedback noted.

Get with the contractor to work out the schedule. The timeline for the project is 3 months get the contractor to put a schedule according to the work specification of the team member.

The schedule and timetable were approved, and the project begins.

In Figure 6 below, you can see a breakdown of the team's tasks, who will be responsible for each task, the dates they will be completed, and when the next task will begin. Figure 7 displays a manually created Gantt chart that outlines the completed tasks, their completion dates, and the milestones for completing those tasks.

(Roberts, 2020)

Outline Project Schedule

Knowledge area	initiating	Planning Process	Executing Process Group	Monitoring and controlling	Closing Process Group
1.People	4 by 35 per wk.	Put Flooring in the whole space	Ade, Kemi Olu & Lola	PM Contractor &	15-19 May 23
1.1 People	Contractor 12 hours per wk.	Install the tables and chairs in the canteen	Ade & Olu	Contractor & PM	22 May -2 June 23
1.2. People	2 by 35 per wk.	Install the sofas and benches in the quiet room	Kemi Lola	PM Contractor &	29 May-2 June 23
1.3. people	4 by 35 per WK	Install the exercise equipment in the gym area	Ade, Kemi, Lola & Olu	PM Contractor &	5-23 June 23
2. Building addition	The council & Insurance company	The document sent and approved by the council	Contractor & PM	PM Contractor &	By 1-5 May 23
3.Assets	PM, accountant Managing & Director	Book & pay for the materials to arrive	Contractor & Kemi	PM	15-18 May 23
4.Materials and Component Licence Architects	Manager, PM, Contractor	All plans received back from the Architect including the Licence. Materials ordered	PM Contractor Kemi	PM & Contractor	By 1-5 May 23
5.Finance	Company Accountant, Manager & Executive Director	Get all the documents signed for the funds to be released	PM & Account and Managing Director	PM Managing Director &	8-12 May 23
6.Contingency Figure					

Fig.6 WBD and Source of Cost Table. Done by Timi McQuade

Gantt Chart

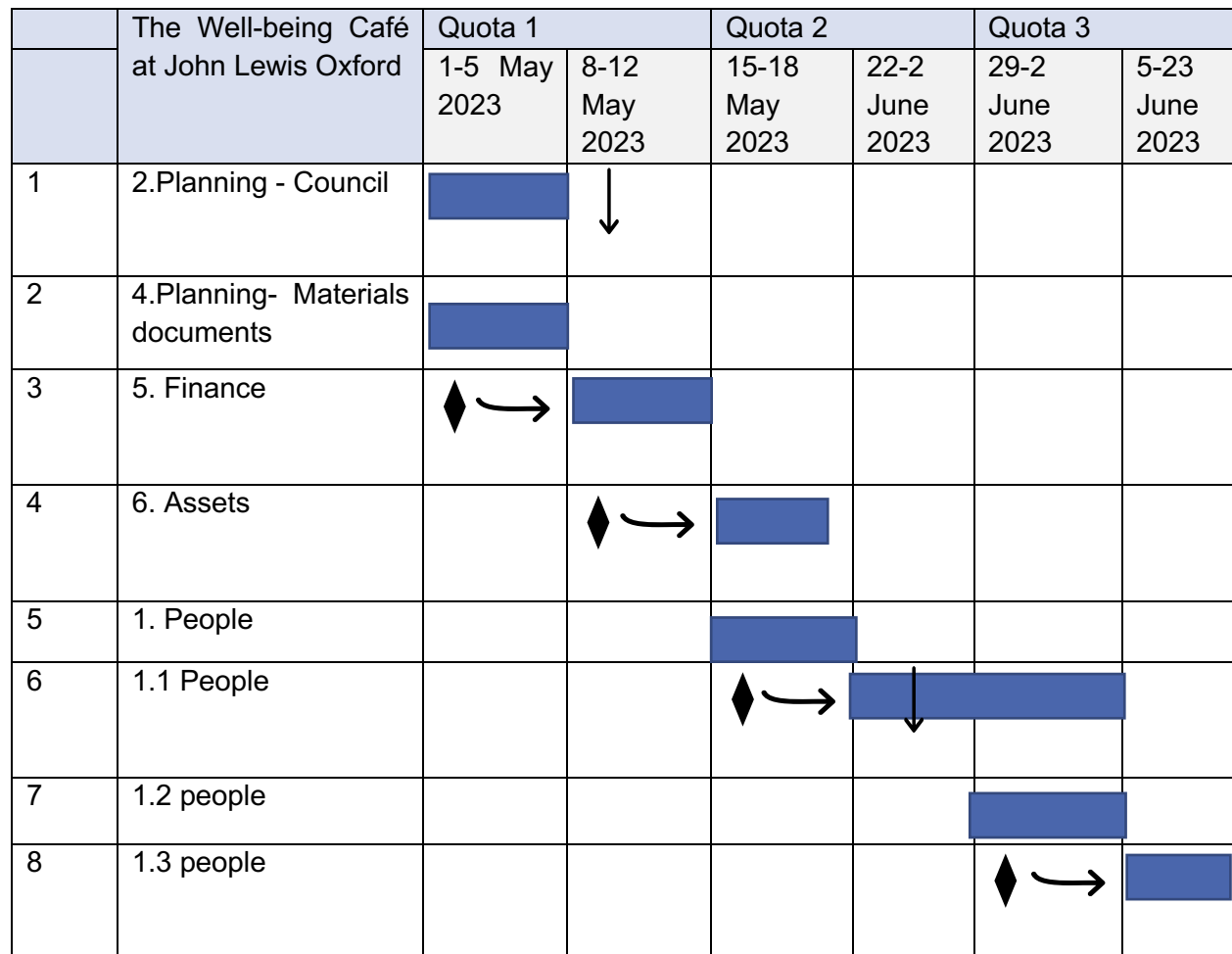


Fig: 7 created by Timi McQuade Idea from Gantt chart.

Resources

The Linear Responsibility Chart in project management is displayed on the left side of the Gantt chart in Figure 7 above. It outlines each task, its completion date, and the responsible team member. This ensures that each team member is aware of their task and promotes teamwork. Additionally, it helps to maintain fluidity and ensures the team is informed of any changes. (Scott et al., 2021)

Project Risk

As previously mentioned, risk refers to any problem that could prevent a project from proceeding or cause a delay in its completion. During our project, we faced a risk when

the materials did not arrive on the scheduled date. However, we had prepared contingency plans that enabled us to proceed with the project as planned.

Brainstorming

During our group meeting, we learned that the materials we were expecting would not arrive on the scheduled date. However, the Contractor suggested another company that could deliver the materials on time. We informed the Managing Director and the accountant, who approved the plan, and we proceeded to place the orders with the new company. We can confirm that all the required materials are available in stock.

Risk Identification

It was important to identify the risk early because we could minimise the damage's impact.

We were able to complete our project at the given time.

Everyone working together benefited in reducing risk during the project.

The Objectives of Risk Management

- Identifying potential risks in advance can minimize their impact. Being aware of risks allows for appropriate responses. Our team's list of risks helped us detect and address issues promptly.
- We also did not run into any uncertainties as we were alert at all times to minimize the risk.

Project Closure and Conclusion

This point provides a summary of the project's accomplishments, key takeaways, and suggestions for future projects.

It contains the managing Directors' final approval, deliverables, scope, milestones, budget, and a list of lessons learned.

- **Common roadblocks**— Our team of five performed exceptionally well. They were compensated fairly, and as a result, they consistently showed up on schedule to complete their tasks. Overall, it was an enjoyable job experience.
- **Project management lifecycles**— The team conducted their duties in a professional manner by understanding their responsibilities, promptly executing them, and achieving their daily targets.

- **Resource allocation**— The allocation of tasks and roles was effective, and there was no overlap, so no one had to wait for their turn. The Contractor and my Managing Director provided all the necessary support to ensure the project progressed smoothly.



Fig:8 Picture from John Lewis Old eating space.

Accomplishments:

Our team finished the project on time and within budget using project management tools. The Managing Director and Executive were impressed during inspection.

Celebrate the closure: fig: 9 below show the new café

The estate department of the company was assigned the responsibility of maintaining the newly constructed space. A survey was conducted, and the employees expressed their satisfaction with the lively atmosphere and appreciated the food from the Wagamama restaurant. A celebratory party was organized to mark the successful completion of the project with the team.



Fig.9 The intended new space model

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