



Programme: BA (Hons) Leadership and Management Skills for the Workplace

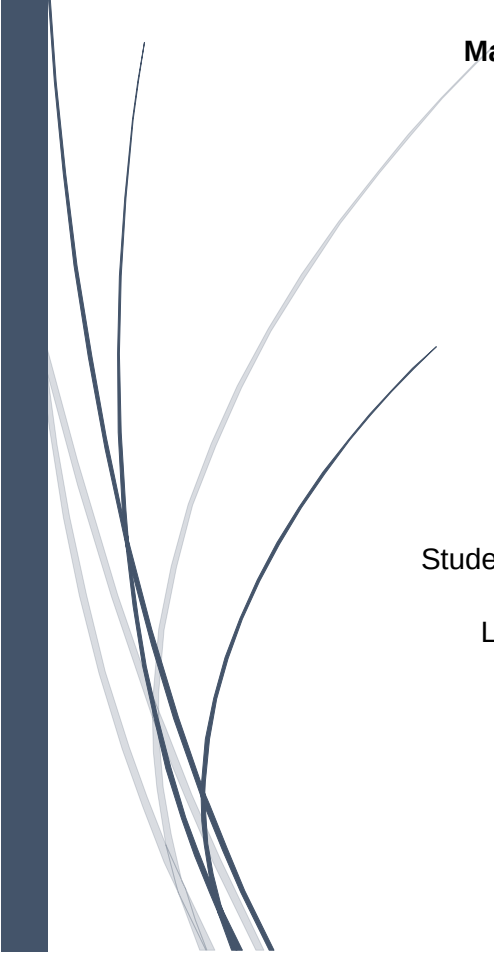
Module: Managing Projects in the Organisation

Module Code: (BMSW5104)

Managing Projects in the Organisation

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INTRODUCTION

We will make an introduction of the type of project that we are going to use, which in this case will be about how we can improve the efficiency of our work team in a place such as a restaurant, taking into account the special measures for coronavirus that we have to have with customers.

We will explain and implement the different steps necessary to carry out a successful project like: NETWORK DIAGRAM, GANTT DIAGRAM, RACI GRAPH ,PROJECT COMMUNICATION PLAN, THE TERMS OF REFERENCE, RISK REGISTER.

We will implement each step to follow in the project according to the order in which it must go to achieve a good project and that all the parties involved obtain benefits and it is possible to obtain the objective that the company needs to achieve to improve its customer service.

First, a small introduction will be made defining each of the parts that we are going to use in the project so that it is better understood later why and how we have implemented that part and why it is necessary to achieve our business objectives, we will also make diagrams and updated data of the company and the employees that can be used for the project we are carrying out.

We will also focus on defining the reasons why it is necessary to carry out the project and what weaknesses we have found in our work team and why it is necessary to improve them, describing in a general way the purpose of the chosen project and what we want to achieve when we have it finished successfully.

The main objective of this project is to improve customer service and implement an action plan to improve the quality of service of our staff by efficiently performing all the necessary steps to ensure that our customers are satisfied with the service received.