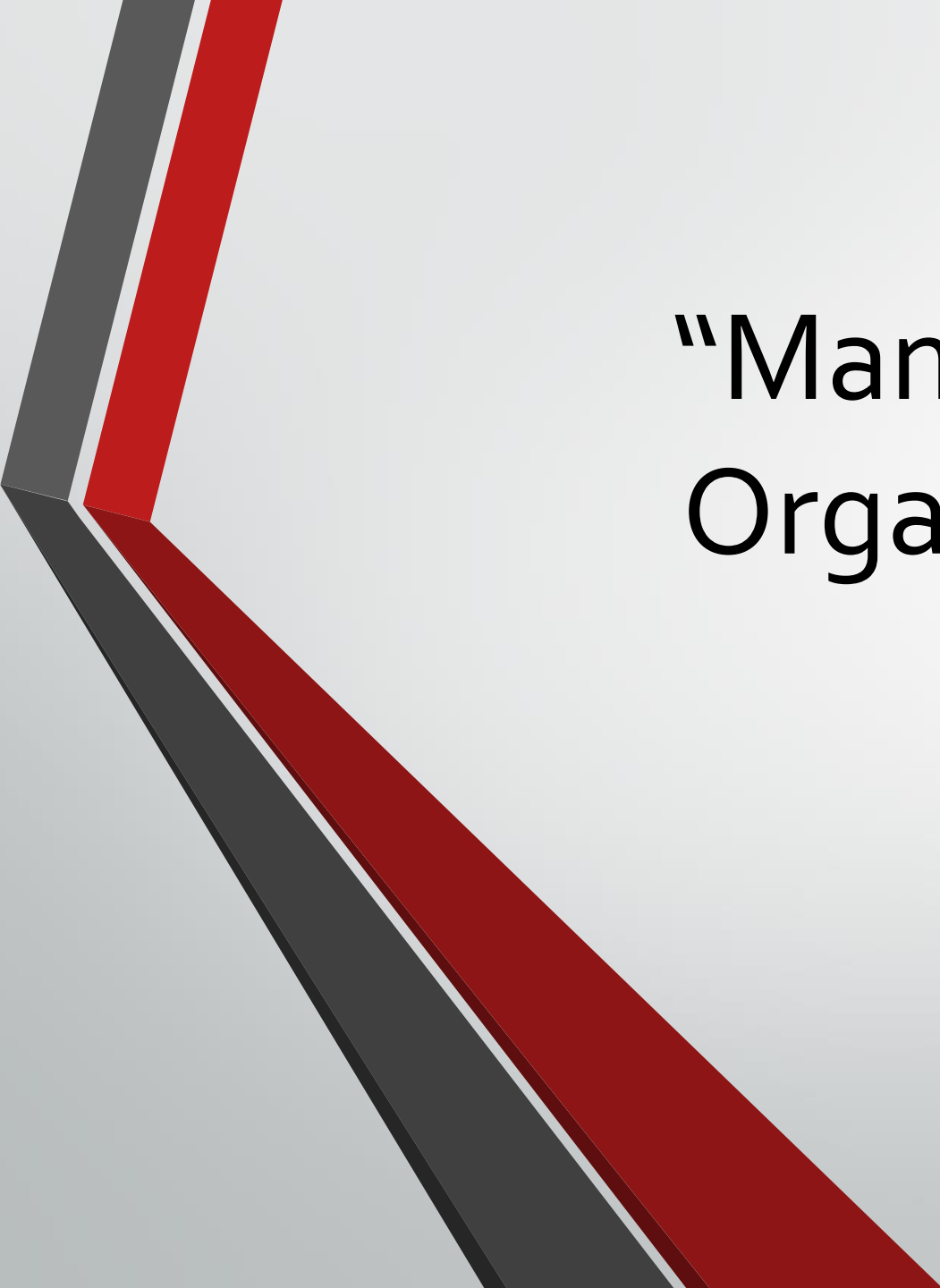




“Managing Projects in the Organisations – Mark and Spencer’s.”

[MUHAMMAD FAHEEM DANISHMAL{ 1922156}]

[YAJESH KUMAR]

Introduction

- The proposed presentation is intended to address the reasons to the senior management team of the organisation that is Mark and Spencer's (M&S).
- For the approval of the project management plan, which is envisioned to develop "Disinfectant Gate for Reducing the Reproductive Coefficient of COVID-19 in M&S".
- Therefore, the presentation has been segregated into three sections that are the introduction, discussion, and conclusion.

Discussion

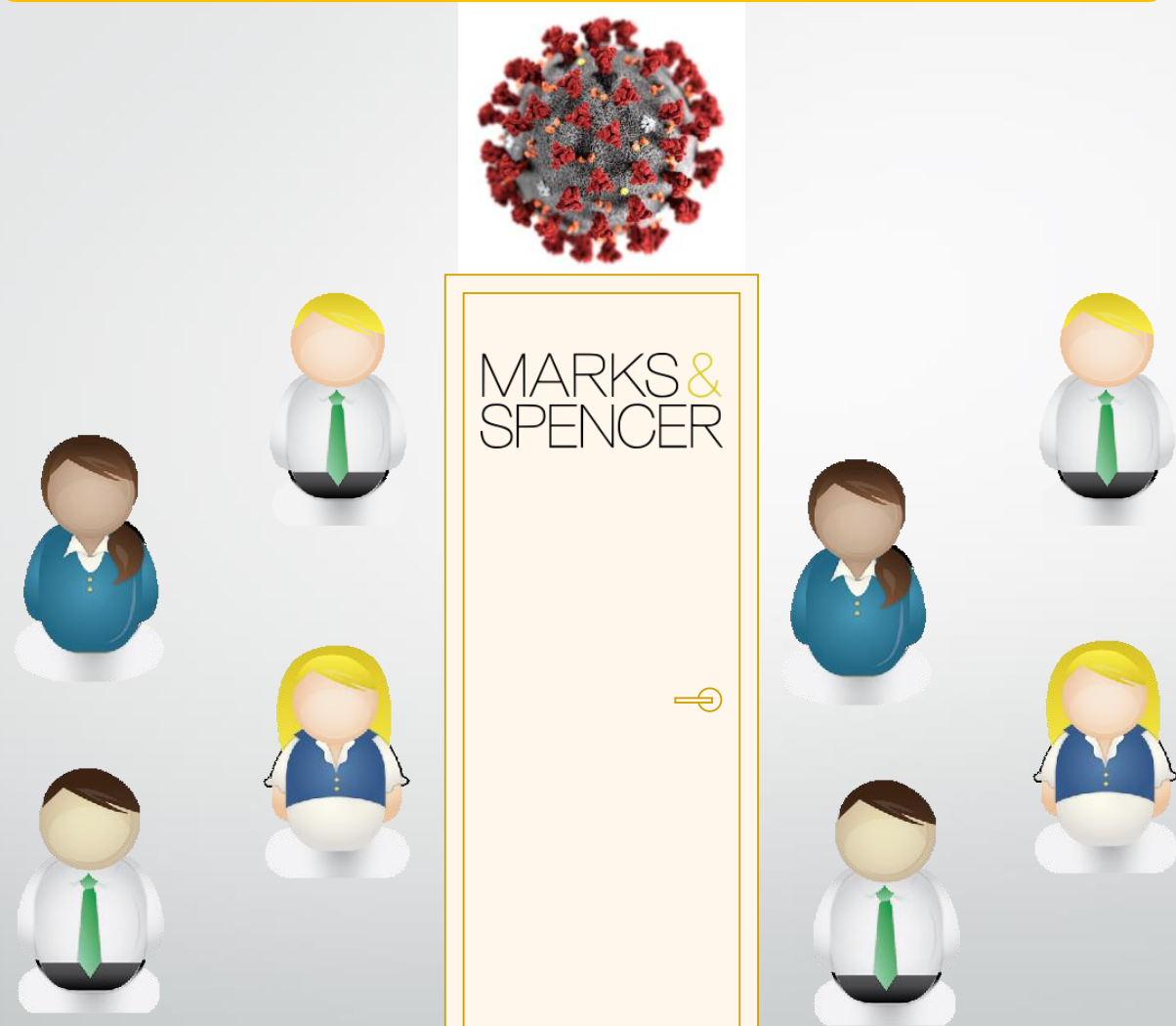
- Key Findings and Conclusion of the Work
 - The selected organisation is M&S and the nature of the project is construction.
 - In addition, the situation is allied with COVID-19 and in this regard, for the employees of M&S who are still concerned that they may be contaminated by the virus a project is proposed i.e., the construction of a walkthrough gate that assists in COVID-19 detection.
 - The project will be titled “Disinfectant Gate for Reducing the Reproductive Coefficient of COVID-19 in M&S”.

Discussion

- The construction project, thus, will be a smart entrance disinfectant gate grounded on the ultraviolet irradiation mechanisms and sanitiser spray station, which assists all the workers who are either vaccinated or not, to safely enter in M&S workplace and continue their work.
- It will be an embedded and innovative system design-oriented gate, which will on the first process capture the entrant image
- Secondly, the gate will measure the temperature, it will afterwards spray the sanitisers.
- Lastly, the gate will provide the ultraviolet irradiation to ascertain that the individual entering M&S may have fewer chances to carry COVID-19.

Therefore, a prototype of the project has been created via MS VISIO, depicted below.

Disinfectant Gate for Reducing the Reproductive Coefficient of COVID-19



M&S Workers Will Pass Through The Proposed Disinfectant Gate for Reducing the Reproductive Coefficient of COVID-19

The Disinfectant Gate for Reducing the Reproductive Coefficient of COVID-19 will then Act as per the Stored Tech-Based Actions

M&S Workers Will Pass Through who are Safe From the Novel Coronavirus Symptoms Will Enter in M&S Work Space

Discussion

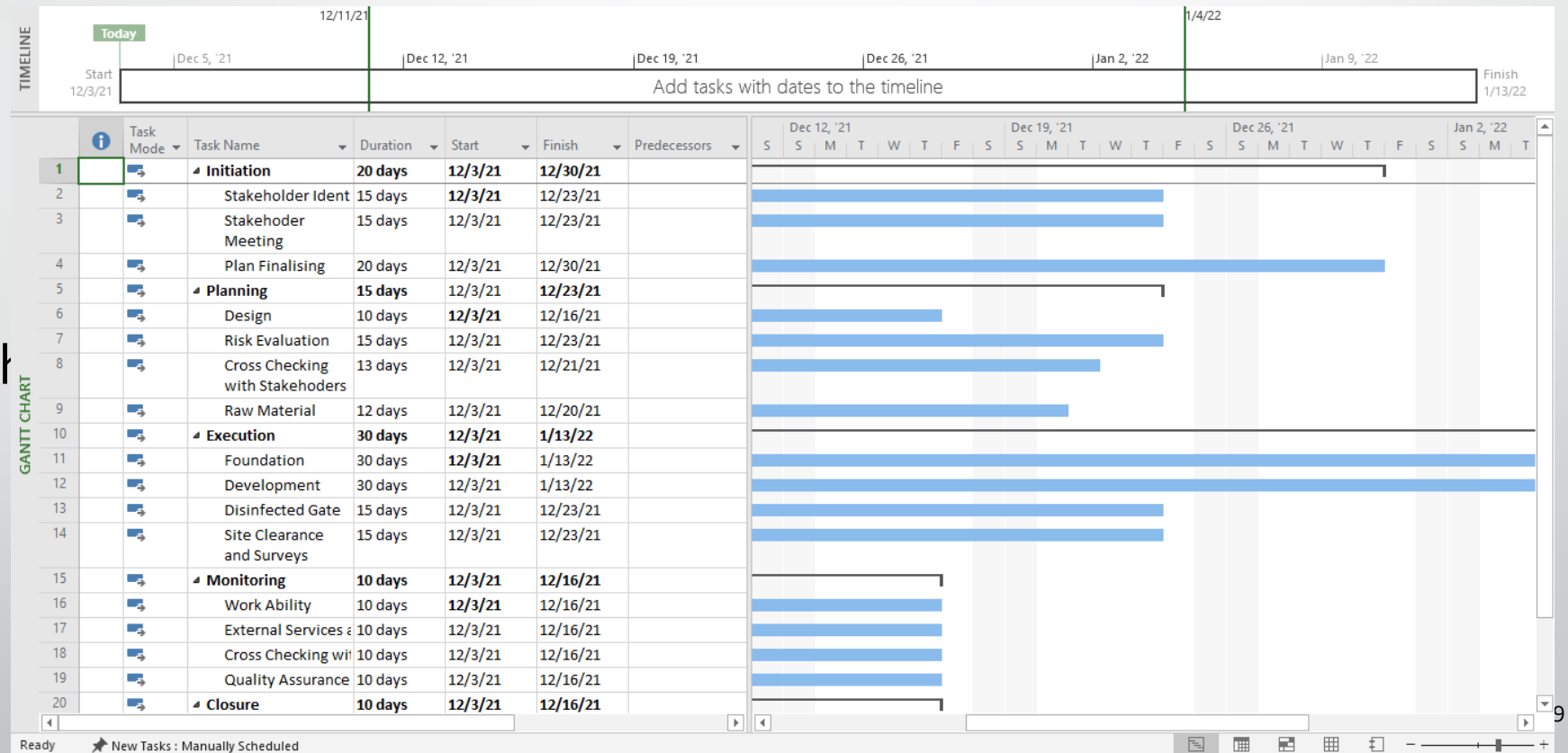
- In addition to this, the project management theory/methodology that will be adopted to adequately complete the project will be PRINCE
- It is a product-based methodology and at the same time supports in satisfactory structuring of the project
- PRINCE 2 will automatically make all the activities that are aimed to complete and operate into diverse phases that help all the stakeholders to get a clear tasks picture and duties

#	Methodologies	Comparative Analysis
1	PRINCE 2	For better communication and accountability in construction projects, then PRINCE2 project management is among the best methodology. Focus on business justification. Defined organisation structure for the project management team. Product-based planning approach.Emphasis on dividing the project into manageable and controllable stages. Flexibility that can be applied at a level appropriate to the project.
2	Waterfall	One of the greatest weaknesses of the waterfall model is that customer feedback is obtained late. There are often errors identified in the development process, which is a late stage and where changes are costly to implement. The waterfall model doesn't incorporate any feedback loops.
3	Agile	Agile projects face a set of challenges and problems related to applying a different approach to project management. According to VersionOne, the top three reasons for agile project failure are: Inadequate experience with agile methods. Little understanding of the required broader organizational change.
4	Evolutionary Prototype	Problem of evolutionary prototyping lies with the maintenance of the system. Evolutionary prototyping requires frequent changes to the system in order to meet all users' requirements. This causes a huge increment in the maintenance cost of the system on a long-term basis.

Identified Risk	Impact		
	Low	Medium	High
Risk-01: Failures of Electricity		1	
Risk-02: Data Loss			3
Risk-03: Limitation of Resource due to COVID		2	
Risk-04: Hardware and Software Failures			4
Risk-05: Poor Responsibilities Allocation			4
Risk-06: Poor Communication Risk	0.5		
Risk-07: Effect on Time, Cost, and Scope			5
Risk-08: Legal Issues	0.5		
Risk-09: GUI (Graphical User Interface)		2	
Risk-10: Innovation and Interaction		1	
Risk-11: Ease and Usability		2	
Risk-12: Look and Feel		2	
Risk-13: COVID-19 outbreak			5

Discussion

- Project Scheduler



Discussion

- Challenges and Limitations – Hinder the Recommendations Suggested for The Successful Project Implementation
 - Challenges and limitations that could affect the facets defined in the project management plan are several.
 - For example, we cannot predict the mutations of the COVID-19 virus. Although experts like Ferrari et al., (2020) and Malecki et al., (2021) believe that the COVID-19 virus has been continuously mutating; nevertheless, which one is a variant of concern we do not know.
 - This challenge could affect the entire work of the project.
 - In addition to this, due to such challenges, M&S can experience limitations like a poor supply of raw material and resources like personnel.

Discussion

- This could also come with a challenge that will affect the project cost as in situations like COVID, it is evident that lockdown will be imposed and hence, the aspects and features of the project particularly the ones, which is on-site might get affected badly.
- In addition, another challenge is linked with M&S employees trust as M&S have to plan and act in such a manner via some realistic data and results that the audience can develop the trust factor with the proposed construction project.
- Thus, these are some challenges and limitations that could hinder the recommendations suggested for the successful project implementation.

Conclusion

- To sum up, the proposed presentation is aimed to address the reasons to the senior management team of the organisation that is M&S for the approval of the project management plan.
- Key points connected with the project plan has been discussed along with limitations as well as challenges that could affect the planned discussion.

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2021

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“Managing Projects in the Organisation – Mark and Spencer

[MUHAMMAD FAHEEM DANISHMAL]

[Lecturer :YAJESH KUMAR]

Executive Summary

The proposed project management plan is aimed to discuss and project some active means and methods to achieve the business objectives during and post-pandemic situations. In this regard, Mark and Spencer's (M&S) have been selected as the organisation so that the anticipated project plan aim can be attained passably. The selected project nature is construction and under this, a project management plan is created for M&S. Therefore, the project is a construction of IoT based walkthrough gate that assists in COVID-19 detection that is entitled which is entitled "Disinfectant Gate for Reducing the Reproductive Coefficient of COVID-19 in M&S", discussed in detail in the proposed work.

Task – 01 Project Management Plan

1.0 Introduction

Walker (2015) project management has been considered as an activity that has a start and end date. It is also known as an application of skills, methods, procedures, and processes as well as experience and knowledge that helps in the course of attaining the specific objectives of the project in line with the acceptance criteria of the project within agreed parameters, supported by (Gido and Clements 2014). As per Levy (2018) and Oberlender (2014) study, it is found that a project management plan has been referred to as one of the most vital pieces of document in entire project management. This document describes how the project will be monitored, controlled, executed, and closed. Hence, this outlines the project scope and objectives and serves as an official reference point for the project team, larger company, and stakeholders (Seymour and Hussein 2014).

The proposed project management plan is aimed to discuss and project some active means and methods to achieve the business objectives during and post-pandemic situations. In this regard, Mark and Spencer's has been selected as the organisation so that the anticipated project plan aim can be attained passably. According to Omoikhodu (2017), it is found that M&S is a leading UK retailer supplying quality groceries, clothing and household items to millions of patrons around the world. M&S sell high-quality products that are good value for money. Correspondingly, M&S sources products responsibly from 2,000 suppliers around the world. More than 76,000 people work for M&S in the UK and 41 overseas territories where M&S have growing international business.

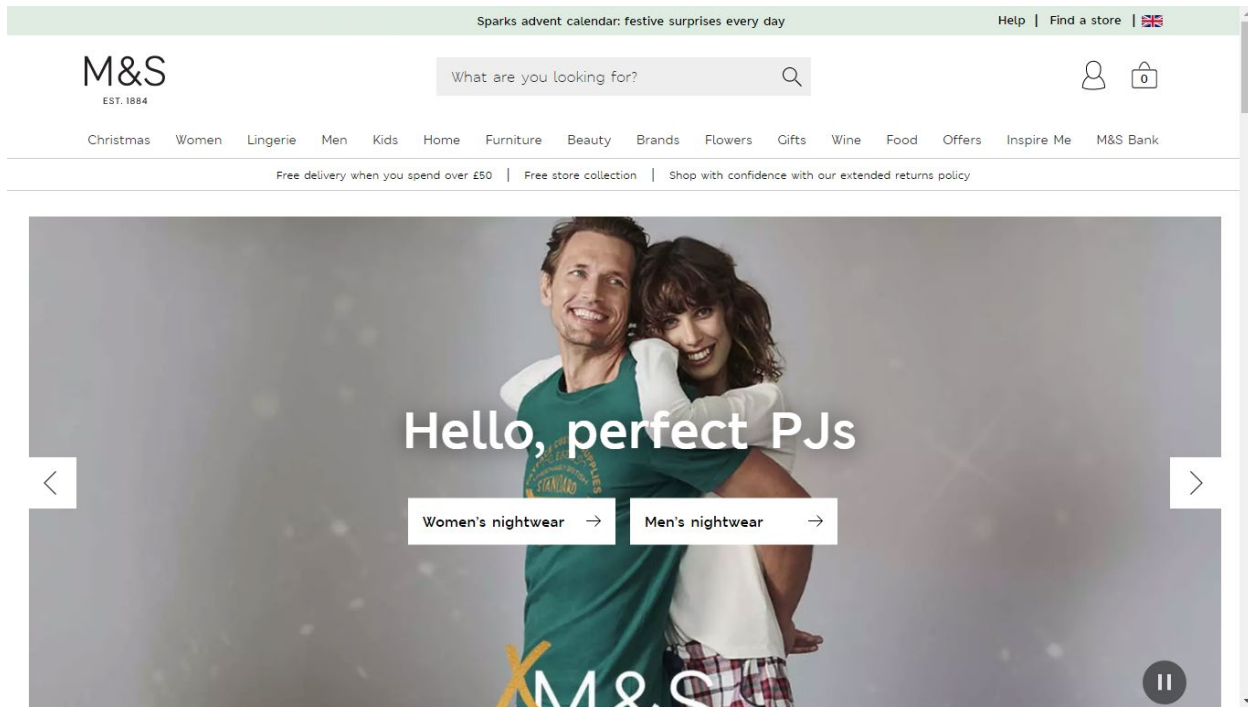


Figure 1: M&S - Source (Google)

The selected project nature is construction and under this, a project management plan has been created. The project is a construction of IoT based walkthrough gate that assists in COVID-19 detection, discussed in detail in the proposed work. This aids in setting up some effective and ubiquitous methods and tactics that passably assists the people in post-COVID situations where individuals are still hesitant to enter public space like offices due to the COVID-19 drastic fallouts. In organisations, people still feel and prefer the work from home model.

Although due to the nature of the disease such a model is considered successful. Individuals now have an idea for smart and remote working as well as organisations are also preferred that such model must be continued in the forthcoming time so that in critical situations, organisations such as M&S can perform their functions readily that had a positively reflects on productivity, success, global recognition, profitability, competitive edge, and sustainability. To discuss and suggest the whys and wherefores of the project for M&S are the key project management tools

and techniques underpin them in the report are project methodology, risk register, WBS (work breakdown structure), project scheduling, communication tactics, the draft of costs/resources use, and stakeholder analysis. Thus, the justification of the highlighted techniques and tools in accord with COVID-19 are discussed in subsequent sections of the anticipated work.

2.0 Discussion

2.1 Construction Project and M&S – Overview

For M&S, it is suggested that they must construct a project that helps them to adequately tackle the COVID-19 pandemic in their workplace after the restrictions will be lifted up. Moreover, the project will be titled “Disinfectant Gate for Reducing the Reproductive Coefficient of COVID-19 in M&S”. The construction project, thus, will be a smart entrance disinfectant gate grounded on the ultraviolet irradiation mechanisms and sanitiser spray station, which assists all the workers who are either vaccinated or not, to safely enter in M&S workplace and continue their work. This is for the reason that the proposed construction project for M&S will also incorporate some tech-based properties. It will be an embedded and innovative system design-oriented gate, which will on the first process capture the entrant image, secondly, the gate will measure the temperature, it will afterwards spray the sanitisers and, lastly, the gate will provide the ultraviolet irradiation to ascertain that the individual entering M&S may have fewer chances to carry COVID-19.

Disinfectant Gate for Reducing the Reproductive Coefficient of COVID-19

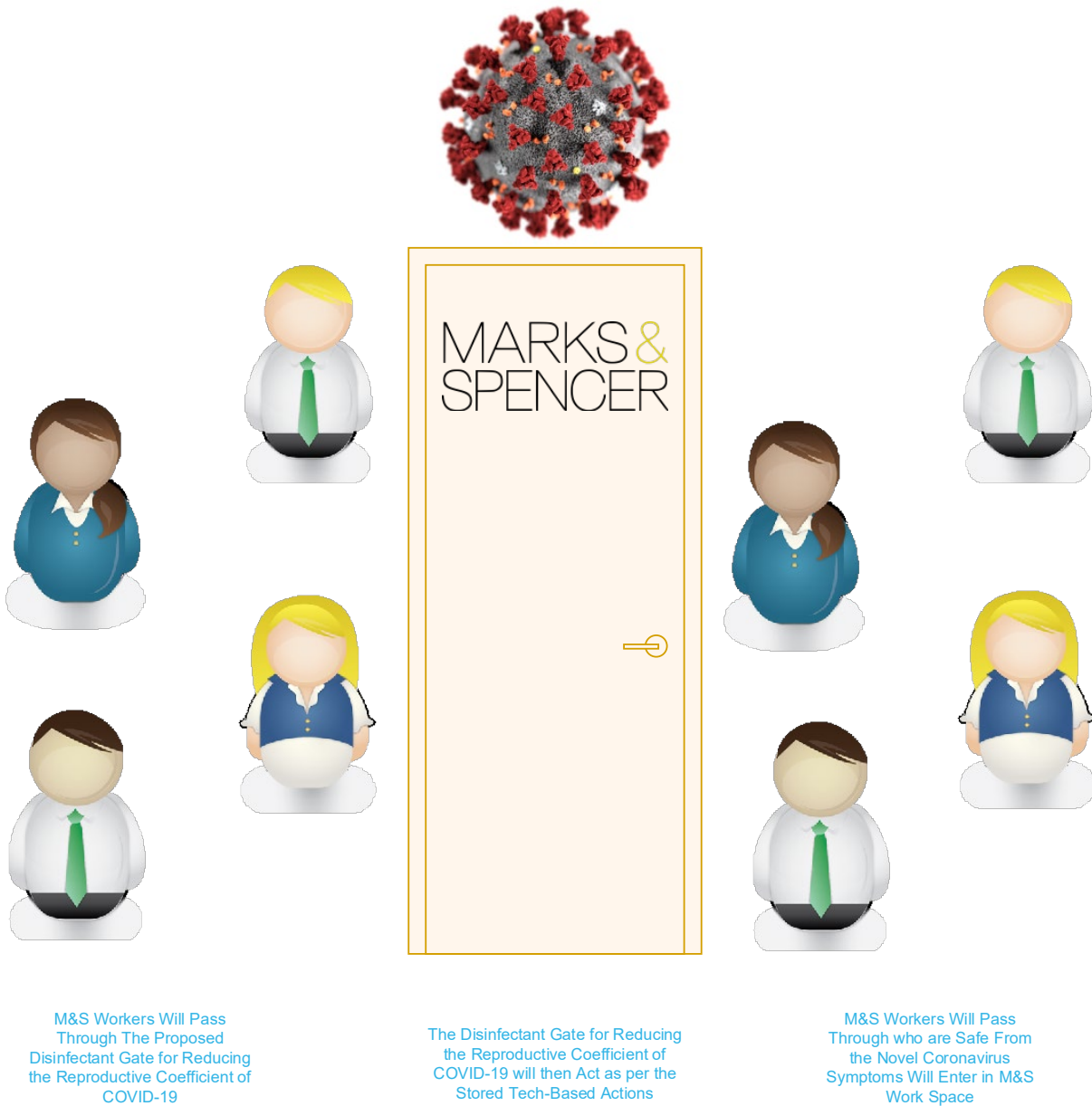


Figure 2: Construction Project and M&S - Prototype - Source (MS VISIO 2019; Apache Open Office, Author Illustration)

2.2 Project Tools and Techniques – Usage and M&S

2.2.1 Project Management Methodology/Theories

Ellwood (2020), it is found that project management methodology is considered an active and essential aspect for making the entire project a successful artefact. It supports the process of setting up effective means and methods, which helps in attaining the project aim and objectives adequately with the nominal likelihood of risks and errors that could affect the scope, cost, and time of the entire project plan. On such a stance, studies such as Kakuta (2020) and Armstrong (2015) have been referred to in which the experts have adequately explained the project management methodology that a project management methodology is a set of principles and practices that guide all project stakeholders in properly organising projects to ensure their optimal performance. Hence, this is one of the key reasons to incorporate the project management methodology in the proposed project plan.

Another explanation is connected with the COVID-19 situation where the working style and actions have been changed completely and if some strategic approach is not adopted, entities could not survive in the post-COVID situations as people do fill dither to work in a place where multiple people are linked or working. Hence, this helps in the provision of adequate direction and path to the workers and all associated stakeholders to work on the proposed construction project (Disinfectant Gate) throughout the COVID-19 so that the proposed project can be ended passably and with minimal prospect of issues and risks. Lastly, there are numerous project management methodologies like waterfall, agile, evolutionary prototype, PRINCE2, and many others; however, among these four-project management methodologies, PRINCE2 has been selected and suggested for the proposed construction project completion.

The rationale to select PRINCE2 is that it is a product-based methodology and in M&S, the project will be finalised as a product, which will be installed on different branches across the globe after the UK. In addition, PRINCE2 also breaks projects down into different phases to make them easy to manage (Jamali and Oveisi 2016). PRINCE2 has also been considered best for the proposed construction project as it rallies communication among all internal and external stakeholders (Vaníčková 2017). It provides an opportunity for stakeholders to give their views on the decision-making process. A comparison of all aforesaid methodologies/theories is explained in the below-mentioned table.

Table 1: Project Management Methodology/Theories - Source (Author Illustration)

#	Methodologies	Comparative Analysis
1	PRINCE 2	For better communication and accountability in construction projects, then PRINCE2 project management is among the best methodology. Focus on business justification. Defined organisation structure for the project management team. Product-based planning approach. Emphasis on dividing the project into manageable and controllable stages. Flexibility that can be applied at a level appropriate to the project.
2	Waterfall	One of the greatest weaknesses of the waterfall model is that customer feedback is obtained late. There are often errors identified in the development process, which is a late stage and where changes are costly to implement. The waterfall model doesn't incorporate any feedback loops.
3	Agile	Agile projects face a set of challenges and problems related to applying a different approach to project management. According to VersionOne, the top three reasons for agile project failure are: Inadequate experience with agile methods. Little understanding of the required broader organizational change.
4	Evolutionary Prototype	Problem of evolutionary prototyping lies with the maintenance of the system. Evolutionary prototyping requires frequent changes to the system in order to meet all users' requirements. This causes a huge increment in the maintenance cost of the system on a long-term basis.

2.2.2 Risk Register

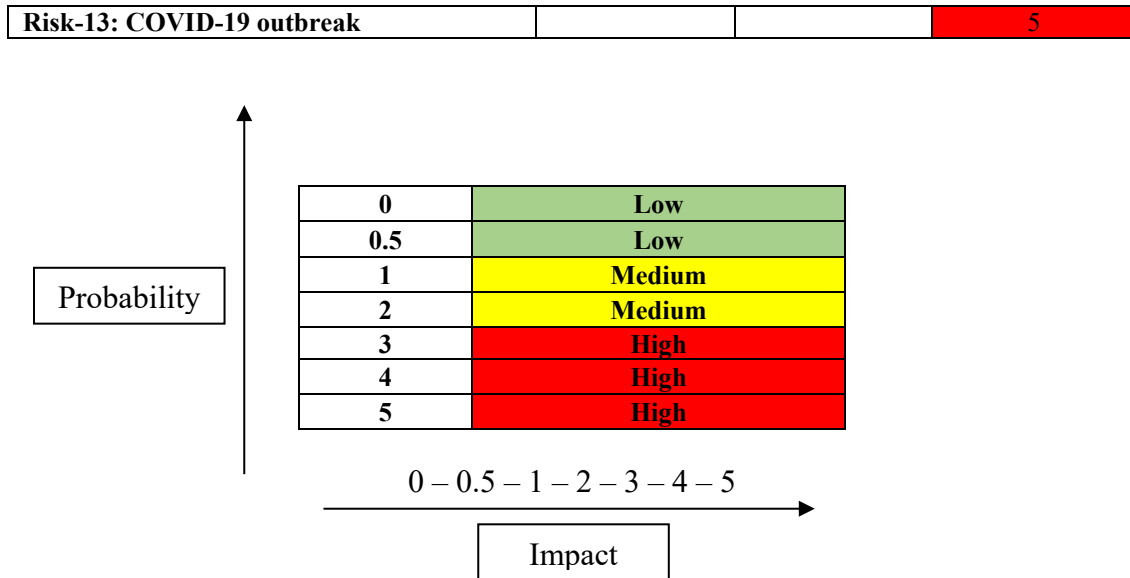
According to Uzulāns (2016) study, it is found that in project management plan risk register is referred to as the fundamental as it addresses all possible risks with their impacts so that the entire project management team can have a clear picture of the obstacles and issues that could occur in the project and might affect the quality, scope, time, and cost of the project. In addition

to this, studies such as Ryu (2016) and Pritchard (2014) revealed that a risk register is a document that records each of the identified risks to the business, the likelihood and consequences of the existence of a risk, and the steps are taken to reduce such risks i.e., referred as risk mitigation strategies. Moreover, Lock (2017) has highlighted that a risk register is a document cast-off as a risk management tool to identify potential difficulties within a project. The aim of this process is to analyse, identify, and fix risks before problems arise.

In the M&S project management plan, incorporation of such register is considered vital as the project is proposed in the COVID-19 time, which itself is a risk situation and, therefore, the project is aimed to implement for the post-COVID-19 scenario where the possibility of people resistance to come back on normal routine is considered to be a risky situation. Therefore, I as a project manager deems that incorporation of the risk register in the project management plan will help all connected stakeholders to act in an effective manner so that the possibility of attaining the quality results can be obtained on an adequate and significant level with a nominal probability of risks and issues. Therefore, the proposed construction project risk register has been explained in the below-mentioned table.

2.1.3 Risk Register – A Suggestion

Identified Risk	Impact		
	Low	Medium	High
Risk-01: Failures of Electricity		1	
Risk-02: Data Loss			3
Risk-03: Limitation of Resource due to COVID		2	
Risk-04: Hardware and Software Failures			4
Risk-05: Poor Responsibilities Allocation			4
Risk-06: Poor Communication Risk	0.5		
Risk-07: Effect on Time, Cost, and Scope			5
Risk-08: Legal Issues	0.5		
Risk-09: GUI (Graphical User Interface)		2	
Risk-10: Innovation and Interaction		1	
Risk-11: Ease and Usability		2	
Risk-12: Look and Feel		2	



2.2.3 WBS (Work Breakdown Structure)

WBS has been referred to as one of the most effective and efficient project management tools and techniques that adequately and effectively highlights errands and tasks of the entire project in a vigorous manner so that all project management processes and procedures are executed adequately (Lock 2017). In M&S where the aim is connected to the construction project that is titled as disinfected gate the incorporation of WBS supports in allotting the errands of the entire project to the concerned person in a codified manner, which is, later on, communicate and coordinate to all members so that each and every connected stakeholder do know about his/her duty in order to make the entire project a success. This is the main reason to incorporate the WBS in the M&S project. Therefore, Siami-Irdemoosa (2015) and Burghate (2018) has defined that a WBS is classified as a hierarchical breakdown of the tasks that are considered vital and are required by the project manager for successful project completion. The WBS divides the “structure” into services. Each delivery item is assigned a task or a series of tasks that can be divided into subsidiaries depending on the project requirements. Henceforth, the main WBS purpose is to

reduce complex activities to a collection of tasks. This is vital for the project manager, as he/she can monitor tasks more proficiently than complex activities. Tasks must be independent and measurable, with clearly defined boundaries. Hence, the WBS of the project entitled “Disinfectant Gate for Reducing the Reproductive Coefficient of COVID-19 in M&S” is depicted below.

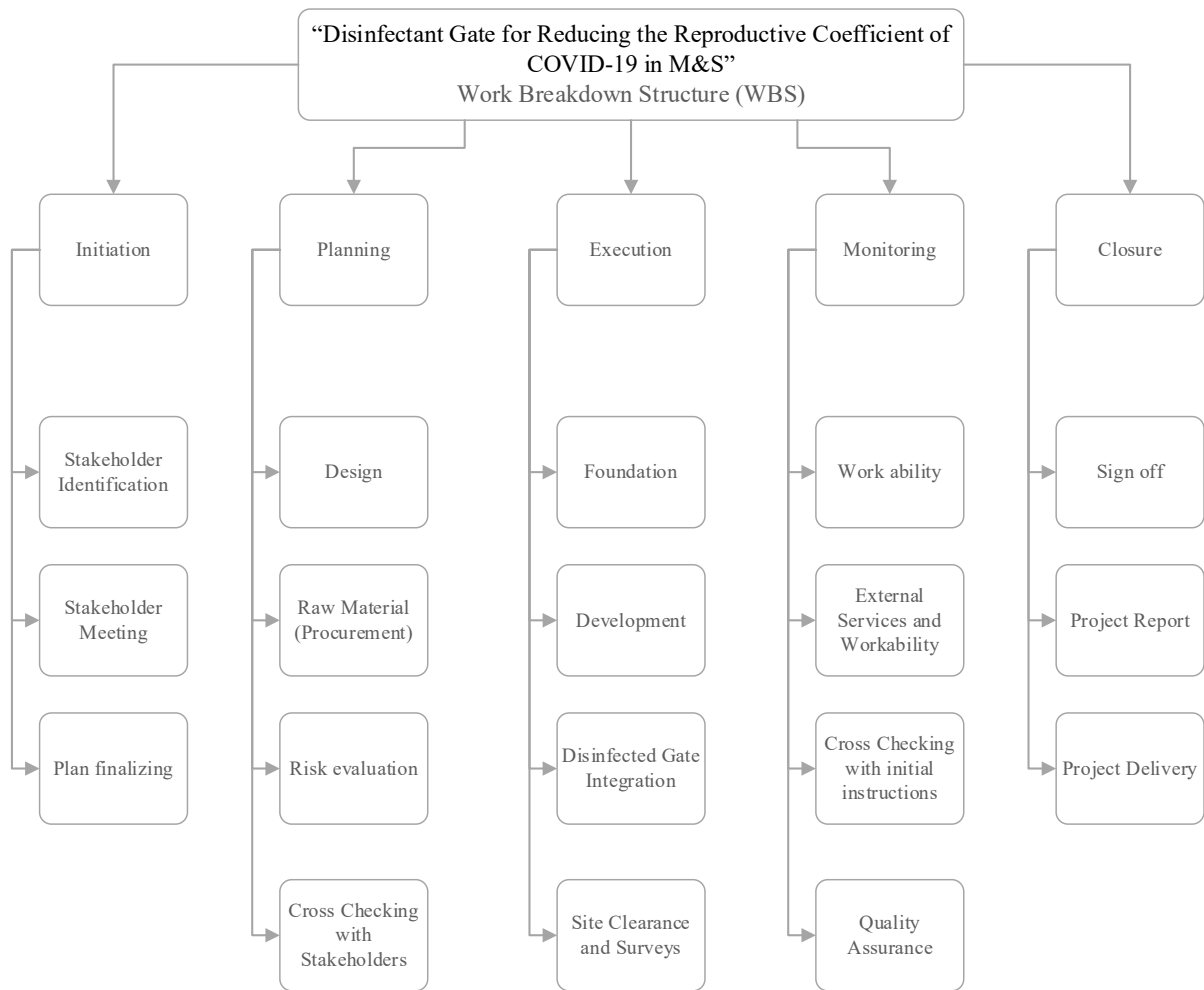


Figure 3: WBS - Source (Author Illustration)

2.2.4 Project Scheduling

A project schedule has been considered as a timetable that shows the end and starts dates of each project task, how the tasks will relate to one another in a structured and formal manner that aids all statehooders in developing the relevant insights and knowledge so that quality outcomes

of the project can be obtained with the nominal likelihood of risks and errors (Mubarak 2015). Moreover, Beşikci (2015) and Wauters (2016) has stated that the project schedule covers three things that are the timeline, Gantt chart, and project details so that all processes and procedures can be adequate completely and the end-goal of the project can accomplish. It is a dynamic document that is designed originally in the initial planning phase (Lamas 2016).

Therefore, in the pandemic time, where a construction project is suggested to a company such as M&S, it can be stated the incorporation of the project schedule is vital that assist in outlining the vitalities, which eventually mitigates the likelihood of uncertainties, confusion, and alike facets as in the COVID-19 situation, it has already been cited and discussed that in M&S, employees are working remotely. Hence, if project scheduling is adequately integrated into work, it eventually supports the provision of information to the respected person and henceforth, the possibility of obtaining the end results of the construction project would be done smartly. Hence, the main project scheduling purpose is to outline the plan in order to achieve the project scope over time. In its simplest form, a project schedule can be a work item diagram with allied deadline data when planning work items and milestones (usually the delivery of services). Therefore, the project schedule is depicted below.

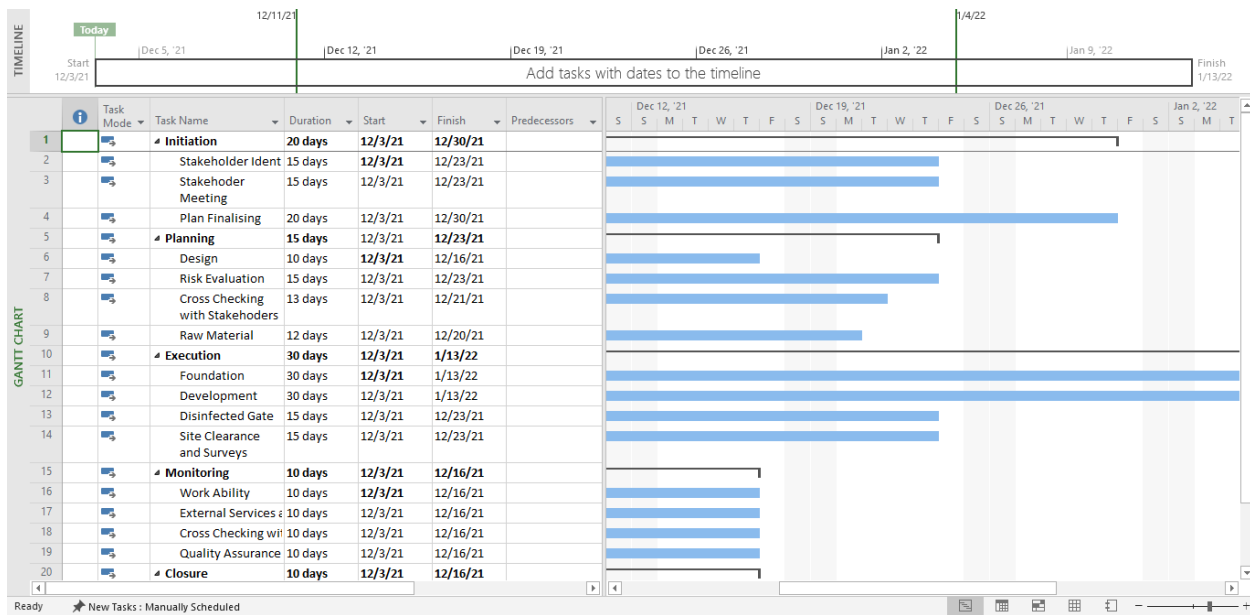


Figure 4: Project Scheduling - Source (Author Illustration)

2.2.5 Communication Tactics

Good communication is considered to be the most important project management tool and technique. This is for the reason that it assists in preventing confusion and conflict from postponing the project by ensuring that key partners are allied with the goals of the project and know exactly what to expect. It also helps in the process of building trust across the team so that everyone works better together from the beginning to the end of the project (Ziek and Anderson 2015). In addition to this, Eskerod and Jepsen (2016) and Stare (2014) depicted that communication is essential in project management. Communication has been referred to as the pillar that supports information exchange and the expression of views, ideas, as well as feelings that some experts like Anantatmula (2018) and Thunberg et al., (2017) deem that exchange of information and associated factors in the project management is vital as it assists in developing relevant insights and knowledge of all allied stakeholders and at the same time aids in mitigating the risk and confusion, which could become the reason of project failure (Heagney 2016).

Henceforth, it is discussed earlier that M&S is planning to incorporate some active measures that aid non-vaccinated persons and the ones who are still mentally disturbed by the pandemic to continue their work from the M&S workplace with the certification that the place is secured and safe from the virus so that organisation can acquire quality results like productivity and profitability. Thus, to make M&S objective and plan successful, strong and error-free communication is required and, in this tech-based mediums like Zoom, Teams, Google Meet, Skype, OneNote, and MS VISIO is suggested to incorporate in the construction project entitled “Disinfectant Gate for Reducing the Reproductive Coefficient of COVID-19”. This is for the reason that these tech-based mediums are easy to understand, provide effective UI/UX, and are ubiquitous in nature that helps in effortless accessibility and availability of information that even supports those who are working from home or other remotely and stationary locations.

2.2.6 Draft of Costs

The costing draft of the project entitled “Disinfectant Gate for Reducing the Reproductive Coefficient of COVID-19” is depicted below.

Table 2: Draft of Cost - Source (Author Illustration)

Draft of Budget	
Development Cost	£1300
Regulatory Cost	£50
Marketing Cost	£500
Equipment’s Cost	£500

2.2.6 Stakeholder Analysis

Stakeholder analysis is referred to as the process of evaluating a system and possible changes to it in accordance with the relevant and interested parties. This information is used to assess how the interests of these stakeholders should be taken into account in a policy, project plan, program or other action (Missonier and Loufrani-Fedida 2014). Therefore, the stakeholder analysis of the entitled project is depicted below and hence, in the COVID-19 projects, it is vital that the project manager must identify the stakeholder so that each action and plan can be formulated and applied accordingly.

Table 3: Stakeholder Analysis - Source (Author Illustration)

Keep Satisfied	Manage Closely
In this quadrant, stakeholders' groups with little interest are included, but decision-making power is scalable and high for organising events. For example, if the government is hosting a public event, it has a responsibility to ensure that it uses appropriate business practices. It is therefore important that all needs are adequately communicated.	In this case, the stakeholders are involved with great interest and great decision-making authority. Examples can be sponsors, organizers, owners and many more. They are responsible for making the music event a success and this will have a huge impact on it. Therefore, all communication requirements must be taken into account.
Monitor	Keep Informed
During this quarter, stakeholders with little power and decision-making ability like spectators who are only connected with the fallouts that will be accomplished from the event. Therefore, there is no necessity to interact all the critical facts with such kind of stakeholders.	This includes stakeholders who have a strong interest in the event but have little or limited decision-making. This includes employees, volunteers and event staff. These stakeholders should only be informed of the information they need, but should interact with decisions or information relevant to their responsibilities.

3.0 Conclusion

To conclude, the proposed project management plan is aimed to discuss and project some active means and methods to achieve the business objectives during and post-pandemic situations. In this regard, Mark and Spencer's have been selected as the organisation so that the anticipated project plan aim can be attained passably. The selected project nature is construction and under

this, a project management plan has been created. The project is a construction of IoT based walkthrough gate that assists in COVID-19 detection, discussed in detail in the proposed work.

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