



BMSW5104

Module:

Managing Projects in the Organisation

Report on: Bon Appetite Canteen

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Executive summary

The goal of the "Bon Appetite Canteen" project is to provide an attractive dining environment that fosters employee well-being and raises overall productivity. The projects incorporate crucial elements including architectural design, resource allocation, stakeholder participation, and skilled risk management through rigorous planning and thorough implementation. An extensive stakeholder analysis, taking into account the various demands of investors, consumers, team members, employees, suppliers, and strategic partners, serves as the foundation for efficient communication strategies. By orchestrating the execution of tasks, the organized Work Breakdown Structure technique ensures efficient resource utilization, judicious budget allocation, and systematic progress tracking. The Gantt chart illustrates the project's timetable, emphasizing the value of meticulous planning. A methodical risk assessment methodology actively addresses possible obstacles, promoting a continuous course. This all-encompassing strategy results in the development of a flourishing "Bon Appetite Canteen," as well as an improved company culture and employee happiness.

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Introduction

Planning, carrying out, and supervising activities to meet particular objectives within established boundaries while ensuring effective resource allocation, risk management, and stakeholder involvement are all components of project management in an organization (Mathur, 2020). The "Bon Appetite Canteen" initiative seeks to create a vibrant and health-conscious canteen facility within the company to revolutionize the dining experience for employees. This project aims to solve several important concerns, such as on-site catering, reducing traffic congestion, and addressing the growing absenteeism rates among employees, which may influence both employee performance and organizational productivity. Comprehensive risk analysis, estimating and controlling potential obstacles, and putting in place efficient monitoring and problem-solving procedures are all part of the project's beginning phase. The project charter delineates the distinct objectives as follows: establishment of a fully equipped cafeteria and wellness space, execution of efficient operational software systems, and execution of comprehensive risk analyses to provide pragmatic solutions. The goal of the project is to promote employee health and well-being through wellness initiatives, exercise courses, and a positive work environment. With the ultimate goal of enhancing the organizational culture, worker satisfaction, and operational efficiency, the timeline, budget allocation, stakeholder engagement, risk assessment, and monitoring strategies collectively form a thorough roadmap for the project's successful execution and closure.

Discussion and Analysis

Analysis of Stakeholder

Stakeholder analysis is a critical stage in project management that aids in locating and comprehending the numerous people and organisations with an interest in or influence over the outcome of a project (Wales & Haiman, 2021). To guarantee successful communication, involvement, and management of key stakeholders throughout the project's lifespan, a thorough stakeholder analysis was carried out for the "Bon Appetite Canteen" project. The Project Manager, entrusted with organizing, carrying out, and keeping track of every aspect of the project, is essential to its success. They play a crucial role in ensuring coordination, resource allocation, and goal alignment with corporate objectives. Customers, the canteen's main beneficiaries, have a big impact on its success (Sigband, 2019). Customizing meals and wellness programs to meet individual tastes and demands ensures a delightful dining experience and enhanced well-being. Members of the project team carry out crucial duties that affect the effectiveness of the wellness program and canteen design, construction, and menu quality. The project's impact on employees' daily lives is determined by their input, leading to more widespread access to nourishing food and wellness services. Maintaining investors' trust and involvement requires open communication of progress, risks, and advantages because their financial support is intimately correlated with project success.

Stakeholder Relationship and Communication:

The ability to manage stakeholder relationships effectively depends on communication (Schindhelm, 2022). To guarantee that each stakeholder category's interests are properly handled, each needs a unique communication strategy.

Investors: Investors will be regularly updated on the project's financial performance, risks, and milestones through meetings and monthly reports. Their faith in the project's viability will be maintained with the use of transparent financial facts and estimates (Panzone et al., 2021).

Customers: Customers and employees will be kept informed about the canteen's offers, special menus, and health initiatives through monthly reports and email contact. To continually enhance the services offered by the canteen, it should aggressively seek out their opinions and recommendations (Mathur, 2020).

Project Team Members: Members of the project team may keep informed about project goals, deadlines, and modifications with the aid of regular intranet updates. A collaborative environment will be facilitated via open avenues for input.

Employees: All staff members will be informed of the activities, menu selections, and health initiatives of the canteen utilizing monthly reports distributed via the intranet. Employees will be able to express their ideas and concerns through a feedback mechanism (Kim et al., 2022).

Suppliers: A seamless supply chain will be ensured via regular email communication and monthly reports that notify vendors of the canteen's needs. Specific demands will be swiftly addressed through direct communication with sales personnel.

Business Partners: Weekly updates, conferences, and written correspondence will strengthen corporate partnerships (Mathew & Gabriel, 2019). Their participation and dedication to the project's success will be maintained through clear communication.

Stakeholder Analysis Model

The power-interest grid may be applied to "Bon Appetite Canteen" using the stakeholder analysis model:



Figure: The Power/Interest Grid of Bon Appetite Canteen

Source: (Hopkin & Thompson, 2022)

High Power, High Interest: Focused involvement is required from project team members, investors, and other stakeholders in the "Bon Appetite Canteen" initiative who have a significant impact and strong interest. The success of the project depends on managing customer

expectations carefully, which necessitates open communication and deliberate attempts to satisfy their demands (Keeling et al., 2021).

High Power, Low Interest: Investors should be kept in the loop on the project's progress through meetings and reports. Stakeholders with significant influence but limited interest, such as specific suppliers and business partners, must get balanced attention within the "Bon Appetite Canteen" concept. It's crucial to meet their needs without becoming overly involved since too much interaction could make them less involved (Haugan, 2022).

Low Power, High Interest: The "Bon Appetite Canteen" program should provide constant project updates through frequent meetings and communication to stakeholders with little influence but keen interest, such as certain suppliers and business partners. It is essential to value their thoughts to make well-informed decisions and promote fruitful teamwork.

Low Power, Low Interest: Stakeholders with little power and interest, such as a few outside service providers, should only be minimally involved in the "Bon Appetite Canteen." The key to meeting their demands without obstructing their engagement is to strike a balance in communication to keep them informed without being overpowering (Doost et al., 2022).

Inferentially, the stakeholder analysis for the "Bon Appetite Canteen" project highlights the significance of comprehending and skilfully managing the expectations and interests of many stakeholders. The project intends to maintain strong stakeholder connections, increase participation, and assure the effective execution of the canteen initiative by using targeted communication techniques and the power-interest grid.

Work Breakdown Structure (WBS)

A project's tasks, activities, and deliverables are represented hierarchically by a work breakdown structure (WBS) (Clark, 2021). The project is carefully broken down into manageable parts, which helps with effective planning, implementation, and monitoring. The following list contains the project's WBS for the "Bon Appetite Canteen":

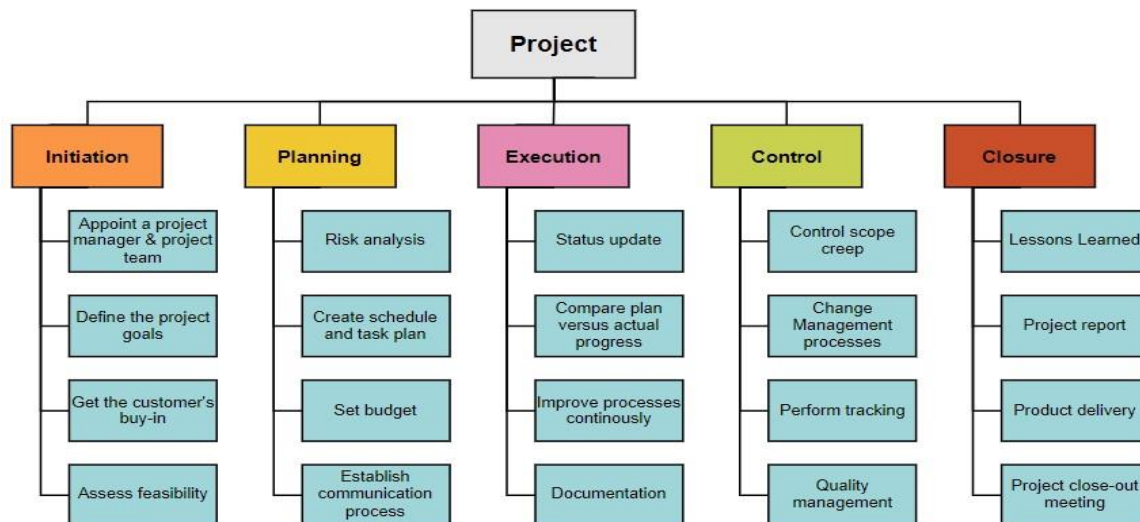


Figure: Work Breakdown Structure of Bon Appetite Canteen

Source: (Crizzle et al., 2018)

Phase 1: Conception and Initiation

The "Bon Appetite Canteen" project's initial phase is focused on laying a solid groundwork for success. Determining specific project goals and objectives to direct the overall effort is a crucial initial step (Sigband, 2019). At the same time, a skilled project manager is chosen to guide the group and guarantee efficient communication. Obtaining client buy-in assures alignment with their requirements and expectations, and evaluating feasibility reveals any possibilities and obstacles that may arise. To prevent future problems, thorough risk analysis and mitigation plans are carried out. To create a unified framework for collaboration, stakeholders and contractual arrangements are defined. Created strategies for assessing success and resolving problems provide the way for a well-planned project implementation. The project is driven toward attaining its planned results during this phase, which establishes the framework for an organized approach.

Phase 2: Definition and Planning

Thorough preparation is essential during this crucial stage of the "Bon Appetite Canteen" project to ensure success. Quality and location factors are crucial since they have a direct impact on

employee engagement. The environment of the canteen, which was created with an attractive and upscale motif, promises to be upbeat and encouraging, generating a sense of well-being. The addition of leisure areas, including a "playroom" filled with entertaining games and a specific training room, demonstrates a dedication to employee pleasure (Brown et al., 2020). A thorough timetable and work plan, budget allocation, communication procedures, and effective risk analysis all contribute to the project's well-structured road to completion.

Phase 3: Launch and Execution

The Gantt chart's road plan enables systematic development during the "Bon Appetite Canteen" project's execution phase. A smooth information exchange is established by regular stakeholder communication, which is supported by weekly meetings (Mathur, 2020). Issue logs and escalation systems are used to proactively address issues including motivation, poor management, and absenteeism while aligning with efficient risk mitigation techniques. A multidimensional strategy drawn by Panzone, Larcom, and She (2021), stresses open communication, record maintenance, and procedural rigor to reduce risks. Additionally, together with health campaigns, cooperative projects with health and fitness facilities promote a healthier consumer base. These initiatives increase awareness, enabling budget-conscious eating decisions. Mechanisms for employee feedback improve accountability, assuring accurate tracking of project progress and alignment with project goals.

Phase 4: Performance and Control

Precise management techniques guarantee project success in the Performance and Control phase of the "Bon Appetite Canteen" project. Mechanisms for performance monitoring, quality assurance, and change management are in place. Employee insights are captured through stakeholder analysis, which improves organizational comprehension (Haugan, 2022). Frequent feedback and a variety of interactions help people comprehend their current condition and adjust to changing circumstances. Issue records keep watch, allowing for efficient monitoring and quick plan modifications. Monitoring departmental operations closely provides insights into organizational performance, revealing areas for strength and development. This data-driven model guides targeted training programs to maximize employee potential. Comprehensive monitoring supports continual progress by assisting in matching efforts with both short- and long-term goals (Clark, 2021).

Phase 5: Project Closure

Critical actions are taken to guarantee a smooth transition when the "Bon Appetite Canteen" initiative comes to an end. By 2024, the project's deliverables will have met their goals while staying within its allotted budget. The canteen is open and fully functional, providing workers with

a lively area. Collaborations with organizations that promote health and fitness highlight the dedication to staff wellbeing and increase client loyalty (Brown et al., 2020). Health promotions raise fitness benefits' visibility, supporting the goal of the canteen. The fulfilment of legal standards ensures compliance and a successful project conclusion. These transformational projects are completed with lessons learned, product delivery, an exhaustive project report, and a closing meeting.

Cost Management Plan for Bon Appetite Canteen

The "Bon Appetite Canteen" project's success depends on a well-structured cost management strategy that ensures wise resource allocation and adherence to the allocated budget. To maximize efficiency and value, the £250,000 budget will be judiciously allocated across the many project components. £100,000 will be spent on the crucial component of building the canteen. Given the importance of working conditions in terms of employee retention, this allocation is important to maximize engagement (Hopkin & Thompson, 2022). Additionally, during the start phase, £50,000 is set aside for licenses, permits, insurance, and food quality certification. An annual budget of £50,000 is allocated for continuous operations to support personnel management, assuring the performance and well-being of canteen workers. A reserve of £5,000 is also set up to handle daily costs and guarantee efficient operations. The "Bon Appetite Canteen" Cost Management Plan keeps a close eye on spending, ensuring compliance with the budget and providing protection from any unanticipated financial difficulties. The project will provide the best results and provide value within the allotted budget by effectively allocating cash and ranking components according to their significance and influence.

Project Organisation Structure

An organizational chart for the project acts as a visual depiction of the team members and their responsibilities (Mathew & Gabrial, 2019). The project team's organizational hierarchy is shown, along with each member's level of accountability and coordination. The following individuals make up the core project team for "Bon Appetite Canteen":



Figure: Project Organisation Structure

Source: (Doost et al., 2022)

For the "Bon Appetite Canteen" project to be completed successfully, this project organization structure promotes clear lines of authority, communication, and collaboration among team members. The project sponsor is at the top of the hierarchy, followed by the project manager and several specialist teams that each contribute to a distinct area of the project's aims and objectives.

Project Schedule/ Gent Chart

Task Name	Duration	Start	Finish
Establishing project goals	1 week	Tue 01-08-23	Mon 07-08-23
Designing project scope	1 week	Tue 08-08-23	Mon 14-08-23
Project planning and timeline	2 months	Tue 08-08-23	Mon 02-10-23
Identifying aim and objectives	2 months	Tue 08-08-23	Mon 02-10-23
Setting budget	2 months	Tue 08-08-23	Mon 02-10-23
Design and construction	4 months	Tue 03-10-23	Mon 22-01-24
Menu development	2 months	Tue 23-01-24	Mon 18-03-24
Staffing	2 months	Tue 23-01-24	Mon 18-03-24
Implementation of health and wellness programs	2 months	Tue 19-03-24	Mon 13-05-24
Communication and promotion	1 month	Tue 14-05-24	Mon 10-06-24
Monitoring	1 week	Tue 11-06-24	Mon 17-06-24
Evaluation	2 weeks	Tue 18-06-24	Mon 01-07-24
Risk mitigation	1 month	Tue 02-07-24	Mon 29-07-24
Project indicators	1 week	Tue 30-07-24	Mon 05-08-24

Table: Project schedule of Bon Appetite Canteen

Gantt Chart

A Gantt chart is a tool for visual project management that shows the durations and dependencies of activities along a timeframe (Clark, 2021). It is crucial for project planning, scheduling, and progress monitoring, assisting teams in effectively managing tasks and meeting deadlines.

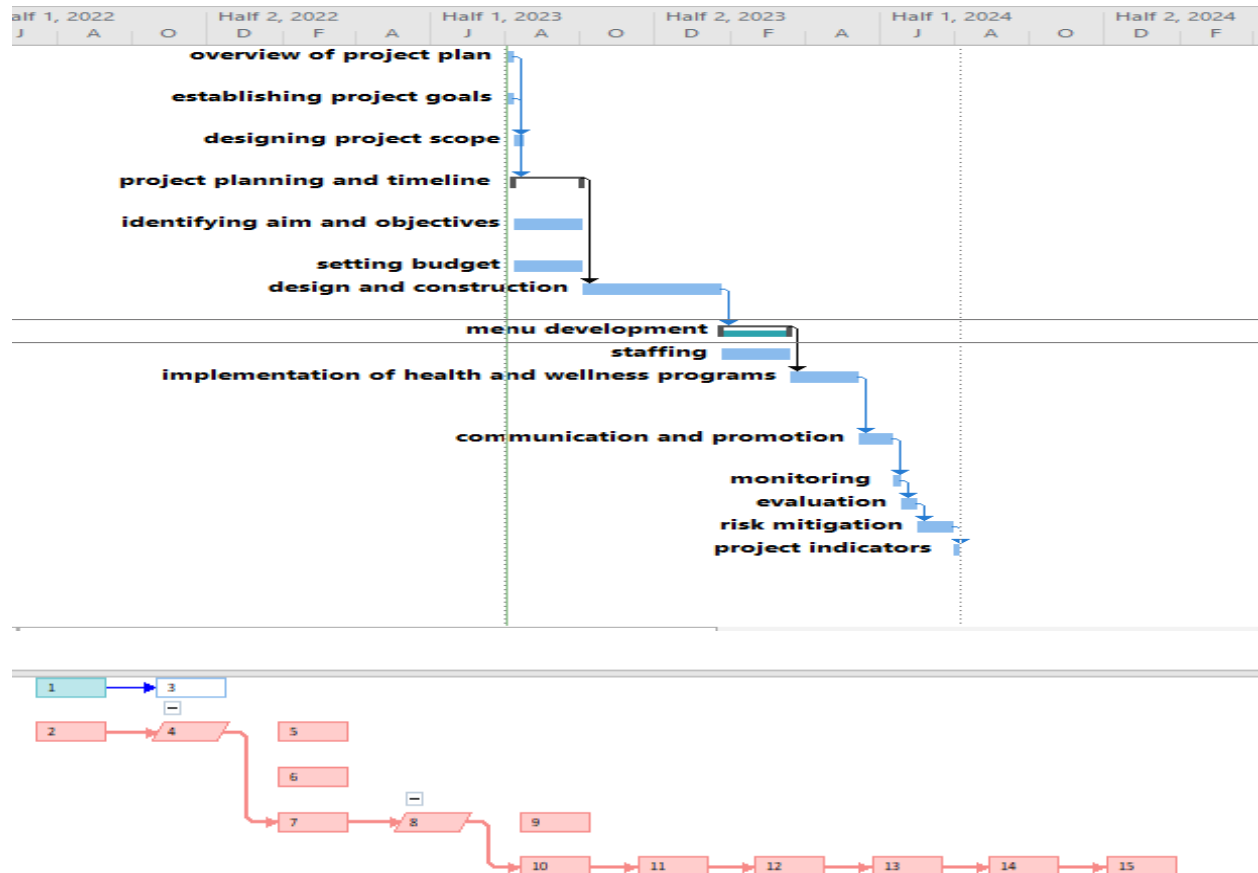


Figure: Project Schedule/ Gantt Chart

Source: (Author)

Risk Management Plan

Prudent risk management is essential for the "Bon Appetite Canteen" project's effective execution in the project's dynamic environment (Schindhelm, 2022). This plan lays out a thorough strategy to recognize and lessen possible hazards, encouraging proactive efforts to handle issues as they arise.

Risk Identification: By compiling information and consulting subject-matter experts, the project manager will methodically identify risks and calculate their possible effects on the project. Risks such as those related to legal clearances, material acquisition, construction approvals, financial flow, and the capital shortage will be thoroughly investigated (Panzone et al., 2021).

Risk Assessment: Once hazards have been identified, they will be grouped according to how likely they are to occur and what effects they could have. To ascertain their possible influence on the project's goals, risks related to contract negotiations, food storage, and unanticipated events will be evaluated, prioritized, and examined.

Risk Mitigation: A risk mitigation strategy will be developed for each identified risk. The creation of risk mitigation strategies will fall under this category. In order to reduce the risks' negative effects on project development, steps will be taken to address the cash flow, capital scarcity, software contracts, and food storage hazards (Kim et al., 2022).

Risk Monitoring: Continuous monitoring will be used to evaluate the status of identified risks throughout the project. Any growing hazards will be found and handled quickly with the help of regular evaluations and assessments (Panzone et al., 2021). A proactive approach to risk management will be upheld by this iterative procedure.

Risk Factors and Assessment

The "Bon Appetite Canteen" initiative is vulnerable in several ways. The project's execution may be impacted by people, resources, time, and external elements like the weather.

Risk	Impact	Probability
People	High	High
Material	High	High
Time	Medium	Medium
weather	High	High

Table: Risk Factor

People: It has a high likelihood and influence on the project. The project's development might be considerably hampered by difficulties with human resources management, including staffing issues, absenteeism, and employee performance (Haugan, 2022).

Materials: It has a high probability and impact on the project. The schedule and quality requirements for construction might be impacted by delays or shortages in the purchase of supplies.

Time: It has a medium impact and likelihood on the Bon Appetite Canteen. Project milestones and deliverables may be impacted by time-related risks, such as project schedule changes brought on by unanticipated events.

Weather: It has a high likelihood and impacts on the project. Environmental issues, like unfavorable weather, can slow down construction and even cause delays (Brown et al., 2020).

This risk management technique ensures a proactive approach to recognizing, assessing, and decreasing any risks, which protects the "Bon Appetite Canteen" project's effective execution and goals.

Conclusion

The "Bon Appetite Canteen" initiative seeks to build a lively and effective canteen, boosting workplace productivity and providing for the well-being of employees. The project's scope includes canteen design, food sourcing, human resource management, health programs, and budgetary considerations. Effective interaction with investors, consumers, workers, and partners is ensured by a thorough stakeholder analysis. The Work Breakdown Structure (WBS) defines tasks, resource management, and cost distribution. Key phases and milestones are highlighted in the project schedule, which is represented by a Gantt chart. A thorough risk analysis also highlights possible issues and mitigating techniques. The "Bon Appetite Canteen" project will be implemented successfully thanks to its all-encompassing strategy, which emphasizes effective resource management, risk mitigation, and stakeholder satisfaction.

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