

Project Management Plan

Report task1 – Study case

Organic Olive Oil “Triple O”

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Managing Projects in the Workplace

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Introduction

This paper seeks to create a new company called Triple O, which stands for organic olive oil. This project aims to stabilize businesses, improve quality of life and start with a profit of at least £40,000. Additionally, Triple "O" must have a good scope and be successful in their business. Research the market, identify distributors, and identify customers. This report shows how legal requirements are met. To control the money of a business, an accountant is essential. Create a limited company and strive for success in the future. A new project will be launched to import olive oil from Portugal to England. Birmingham's industrial area is home to the store. The budget is £50,000, with the farmer receiving a 25 per cent stake in the partnership or supplier as a farmer. They are four staff members operating 8 hours per day. It is still the responsibility of a project manager to focus on stakeholders and the iron triangle performance metrics of cost, time, and scope. However, the focus of research has shifted to customer satisfaction and the achievement of a project's strategic goals.

Project outline/description/scope based on project

Before the plan (Belassi and Tukel, 1996.):

- ✓ Organising a successful redesign.
- ✓ Lead project from start to finish.
- ✓ Timely updates to key stakeholders.
- ✓ Integrated communications and training.
- ✓ Improved sales by completing the project ahead of schedule and on budget.

After the plan:

- ✓ Achieved a 30% lead generation increase through a website redesign.
- ✓ Two weeks ahead of schedule and £50,000 under budget.
- ✓ Four staff members were recruited and managed.
- ✓ Assessment of project contingencies and risks; developed work breakdown structure and timeline.
- ✓ Maintain communication with key stakeholders and train staff across departments after project completion.

Smart Analysis

Specific -Selling olive oil to customers in the UK.

Measurable – Selling the product in litres.

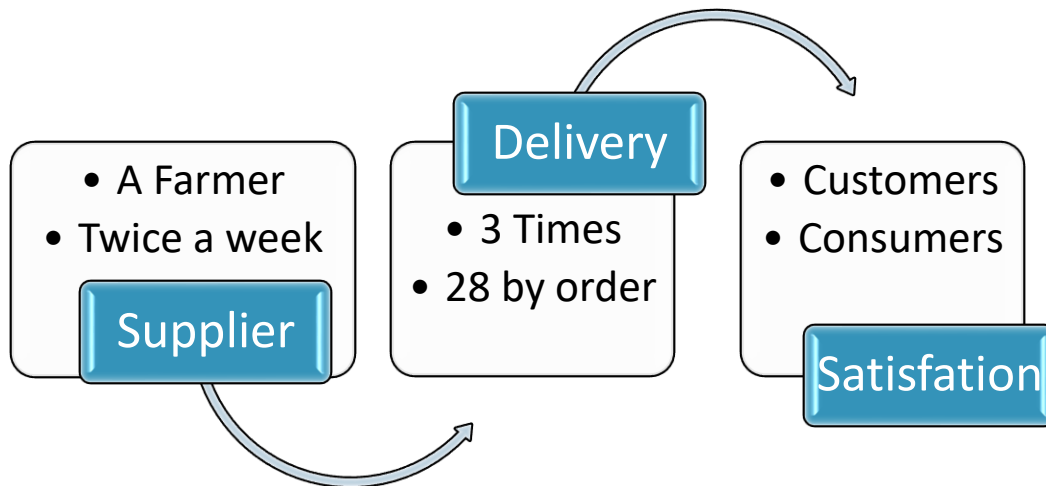
Achievable – Arrived on time for the customers.

Realistic – To keep the items in place from the store to the final consumer.

Time bounded – To get the product on time by 24 hours delivery. Any part of the UK (Tables 1 and 2).

Scope

Table 1. Source: (Murray-Webster and Simon, 2006).



A project's scope represents anything that must be done for the project to succeed. Therefore, project managers and stakeholders must identify and document the scope of the project from the start. The business had a supplier twice a week and delivery three times by our team drivers. The performance on delivery is 28 hours after ordering any kind of customer (PMI, 2004).

Project managers must know their scope constraints to accurately estimate project costs and schedule labour. It can cause a domino effect to change a project's scope at any stage, as you would expect. Delivery dates can be pushed back, labour costs can increase (Nicholas, 2001).

Quad Chart

Table 2. Source: Quad Chart (Newell et al. 2006).

Title – To import olive oil from Portugal to the UK	
Purpose	Stakeholders
1. Olive oil nature or extra virgin. 2. To share the quality of the product. 3. To get a better price. 4. To get a good profit. 5. To give a small, tasty gift to our guests. 6. Innovation on delivery.	1. Community 2. Government/ Council 3. Farmers 4. Customers 5. Suppliers 6. Distributors 7. Employees
Critical Success Factors	Standards/Criteria
1. Encourage you to create. 2. Time, cost and quality performance. 3. Dreams must be evaluated for their reality. 4. Punctuality and honesty.	1. Inspections 2. Labelling 3. Packaging 4. Learning and team development

The triple "O" means organic olive oil. The company was founded by two family members of olive oil growers in Portugal and an international group of food exporters. It is a leader in private-label programs for high-quality extra virgin olive oil and traceable premium foods.

Product Types

Olive oil is available as virgin, extra virgin, and refined oil under the Triple "O" brand.

For sale:

1. Extra virgin olive oil has an acidity of less than or equal to 0.8%. There is no defect in its taste and aroma. Raw or seasoned, it is ideal.
2. Olive oil with less than 2% acidity. Natural flavour and aroma defects may occur. Cooking with it is easy.

3. Refined olive oil combined with virgin olive oil. A cheaper oil. Make fries with it.

Stakeholder analysis

Definition

People who have an interest in a project are usually taken to include those affected by it. Maps of stakeholder interest and influence allow visualizing the project's various stakeholders. Using stakeholder mapping techniques, the author assumes that stakeholders are in control of the project. Stakeholder groups have more power and an interest in the project, but few can maintain their influence and interest (Murray-Webster and Simon, 2006).

This system is a framework that identifies issues and solves problems, rather than trying to solve them all at the same time.

Stakeholder Grid

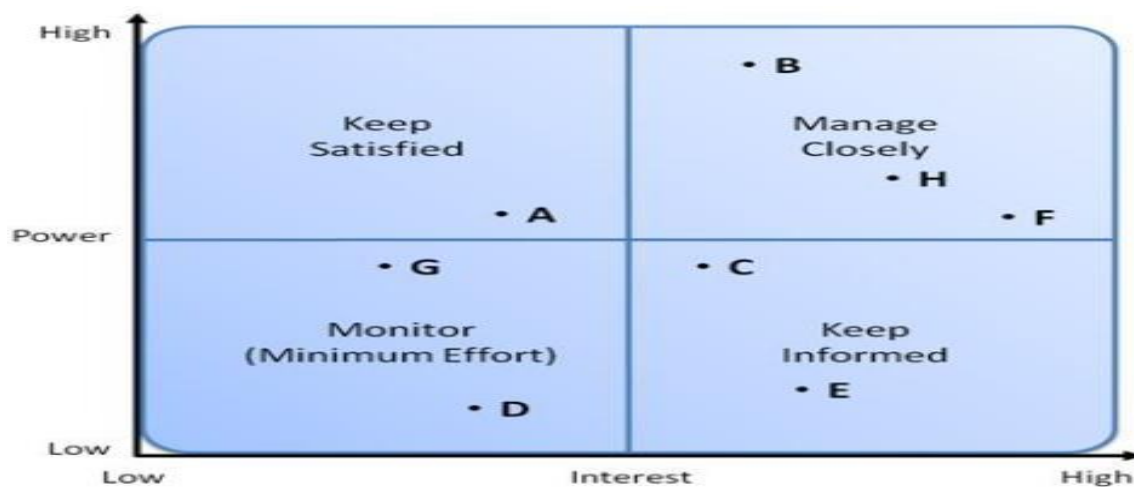


Figure 1. Source: (Connor et al. 2018).

Key:	C. Distributors	F. Employees
A. Government/ Council	D. Farmers	G. Community
B. Customers	E. Competitors	H. Supplier

Manage:

- Make every effort to satisfy the staff with training and clear communication.

Satisfaction:

- Customer and staff members to keep a good service at the workplace.

Be informed:

- Update customers.

Monitor:

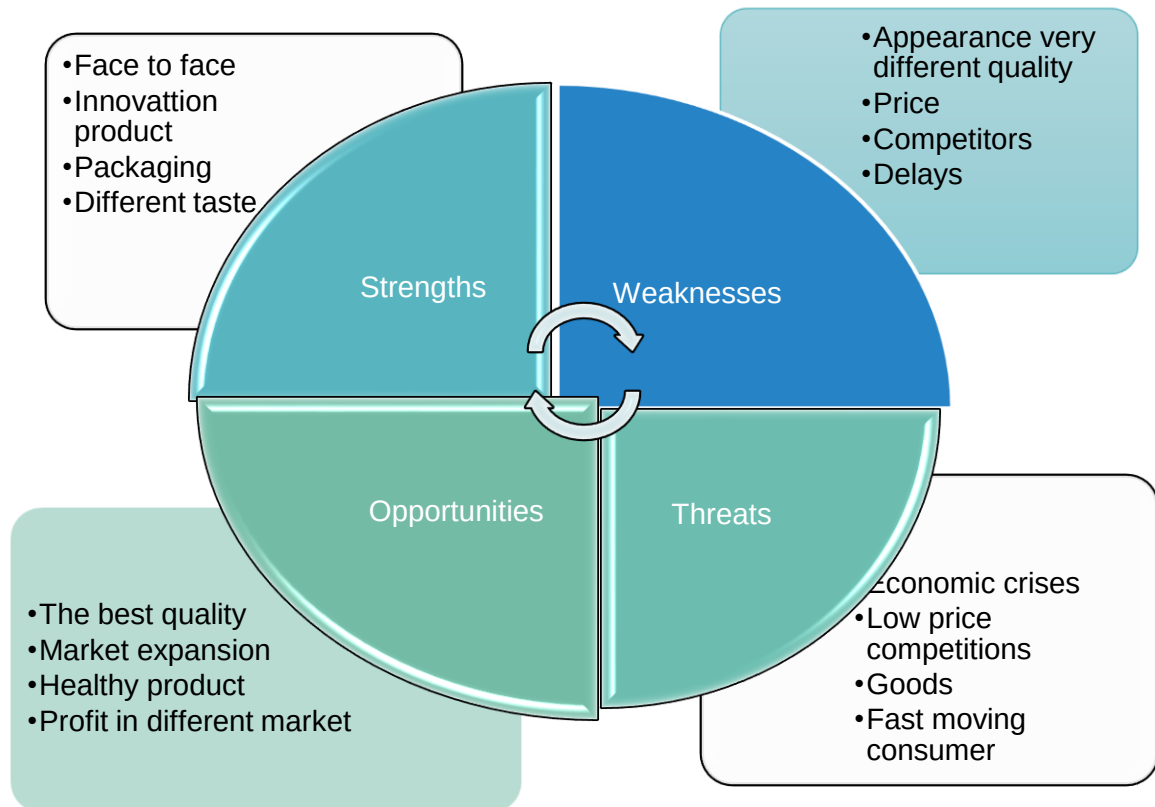
- Monitor these people but avoid overcommunicating.
- Time, cost and quality performance.

Analysing stakeholders

- ❖ Problems are perceived differently by diverse groups.
- ❖ Consider diverse viewpoints to increase consensus.

SWOT Analyse with Internal Stakeholders (Table 3).

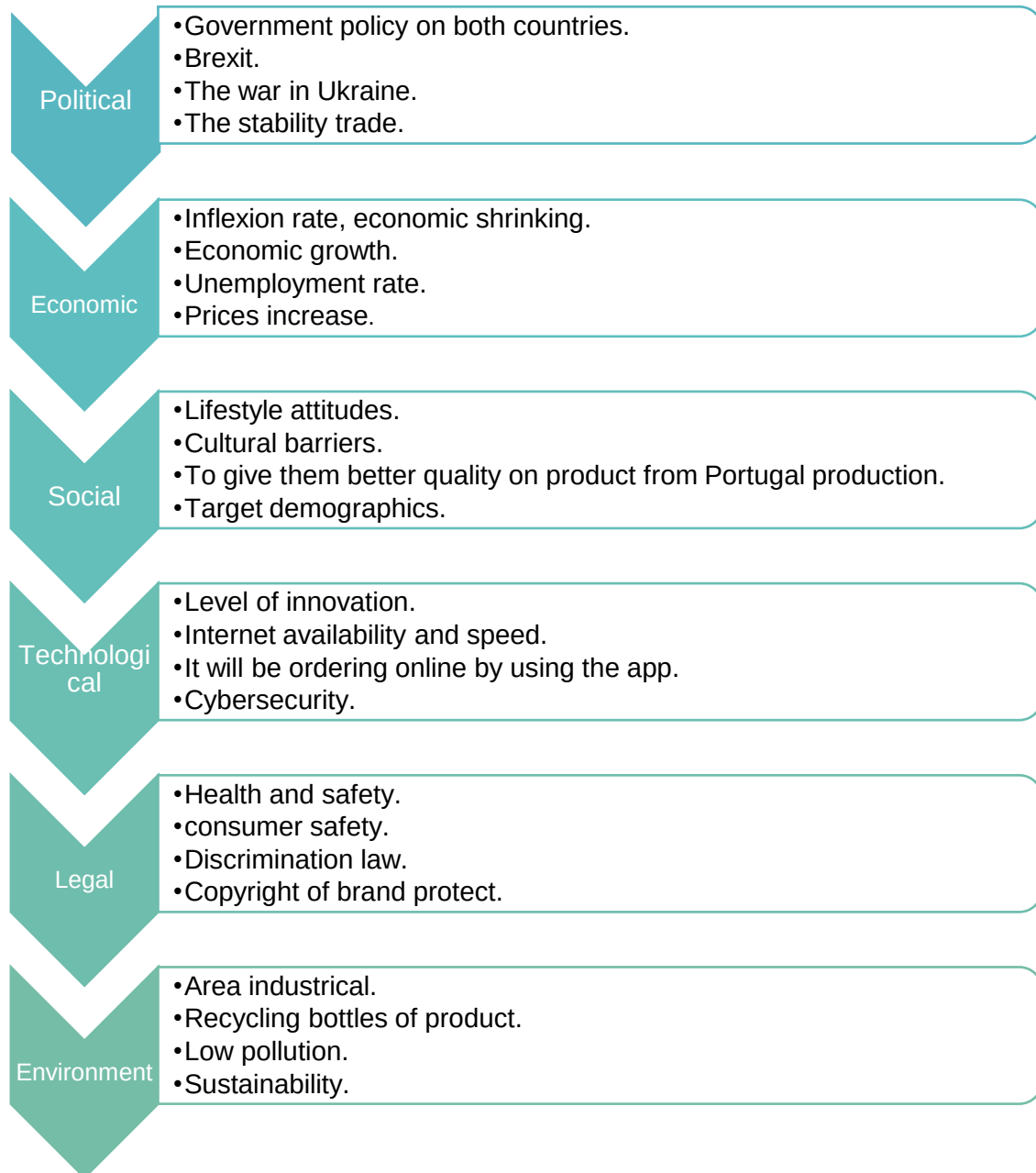
Table 3. Source: Swot analyse (Leigh, 2009).



External Stakeholders

They do not work inside the company, but it is helpful and supports the business's growth and development for the future (Murray-Webster and Simon, 2006).

Table 4. Source: Pestle (Widya et al.2018).



Factors contributing to planning failure

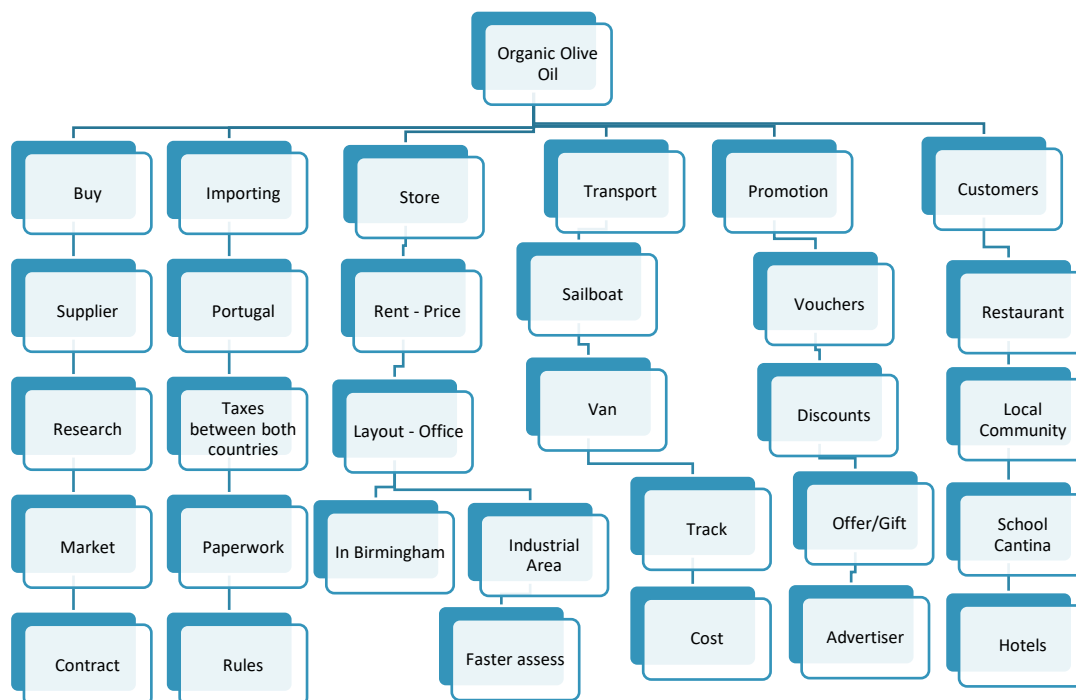
Table 5. Source: (Heagney, 2012, p.2).

External Environment	Planning	Plan Execution
• The war between Ukraine and Russia. • Natural calamities. • Oil commodities and world Prices. • Pandemic disease Covid-19.	• Lack of consultation with key stakeholders. • Poor governance. • Lack of transparency. • Poor communication. • Failure to integrate lessons from the main plan.	• Budget delays. • Inflexibility • Conflicting interests of Stakeholders. • Political interference. • Time and cost overruns.

Work Breakdown Structure (WBS)

WBS should be created by experts with deep knowledge of the area in question, not by a top-down approach. It assumes that all team members are knowledgeable about the domain and understand the project requirements (Heagney, 2012, p.3).

Table 6. Source: WBS (Heagney, 2012, p.4).



Market Research Competitors

The analysis revealed that Amazon sells organic olive oil to the UK.

Table 7. Source: Amazon sells (Organic olive oil, 2022; Amazon Associate, 2020).

Competitors	Olive oil origin	Price Per Litre
Clearspring	Italy	£23.50
Odysea	Greek	£11.99
Gallo	Portugal	£9.80
Triple "O"	Portugal (company)	£8

Stakeholders Register

Table 8. Source: (Heagney, 2012, p.4).

Stakeholders	Important	Interest/ Power	How to Engage	Level of Engagement
Supplier	External	Middle	Contract with farmer Video call.	Supportive
Government/ Council	External	High	E- Email, Meetings	Unaware/ Neural
Employees	Internal	High	Contract, training and face-to-face.	Supportive
Customers	Internal	High	Face-to-face, phone call.	Leading
Distributors	Internal	Middle	Email, call phone and meeting.	Supportive
Employees	Internal	High	Face-to-face, call phone and meeting.	Supportive
Community	External	Lower	Face to face.	Resistant

The different engagement levels of the stakeholders can be classified as follows:

- Needs.
- Expectation.
- Interest.
- Potential impact.

The cycle of a generic project

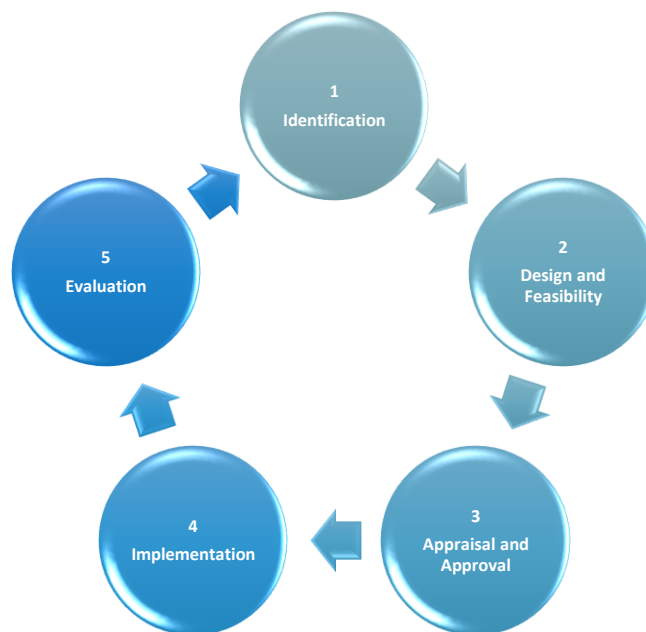


Figure 2. Source: *The cycle of a generic project* (Heagney, 2012, p.5).

Identification (Figure 2):

- ✓ Importing and selling olive oil.
- ✓ Stakeholders.
- ✓ Setting order and delivery.

Design and Feasibility

- ✓ Market research.
- ✓ Technical Analyse – Communication and information clear for the best service.

Appraisal and Approval

- ✓ Technical - Standards and technology to be used app.
- ✓ Institutional – Structure place, staff, policies and previous experience.
- ✓ Safeguard policies – environmental protection, gender and resettlement issues.

Implementation:

- ✓ Sign the contract with stakeholders.
- ✓ Tactical and logistical components. Each step and how long it will take are described under techniques. Supplies and materials are the responsibility of coordination.

Evaluation:

- ✓ If there are deviations from the plan, corrective action is taken to get the project back on course, or the plan is changed and approved.

Project Process

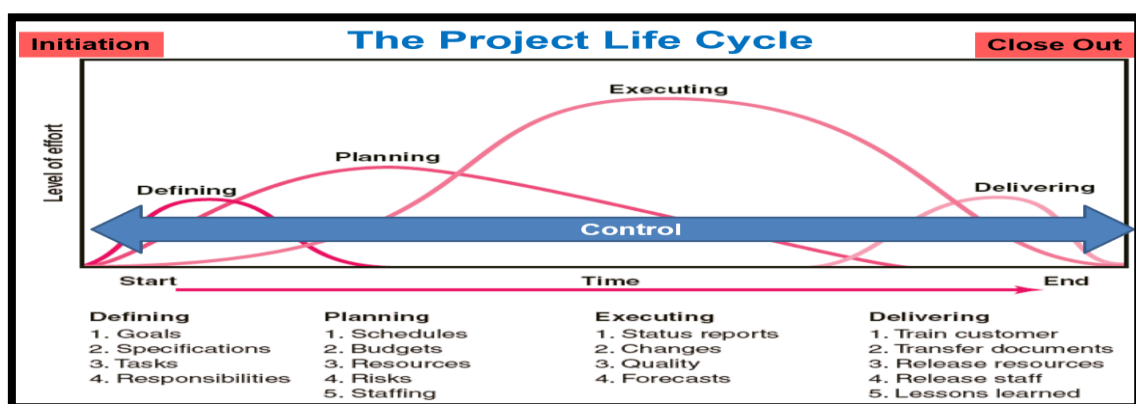


Figure 3. Source: Project Life Cycle (Heagney, 2012, p.6).

Initiation (Figure 3):

- Project failures are often caused by poor planning.
- Being kind is my goal.
- Planning is the biggest problem!

Planning:

- Poor planning is one of the major causes of failure.
- If you are just kidding yourself.

Executing

- Project execution consists of two parts.
- Objects can be tangible or intangible.

Monitoring

- Compares project work with a target, then corrects for actions that differ from it.

Delivering

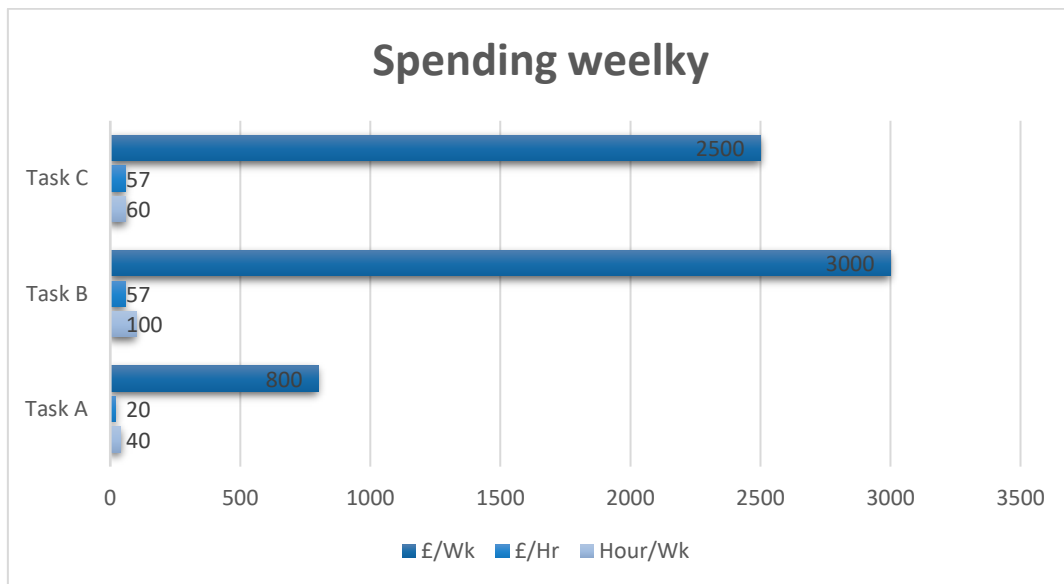
- The items are transported by the supplier to England and from the store to the customer's door.

Close Out:

- Involves reviewing the project after it has been completed.

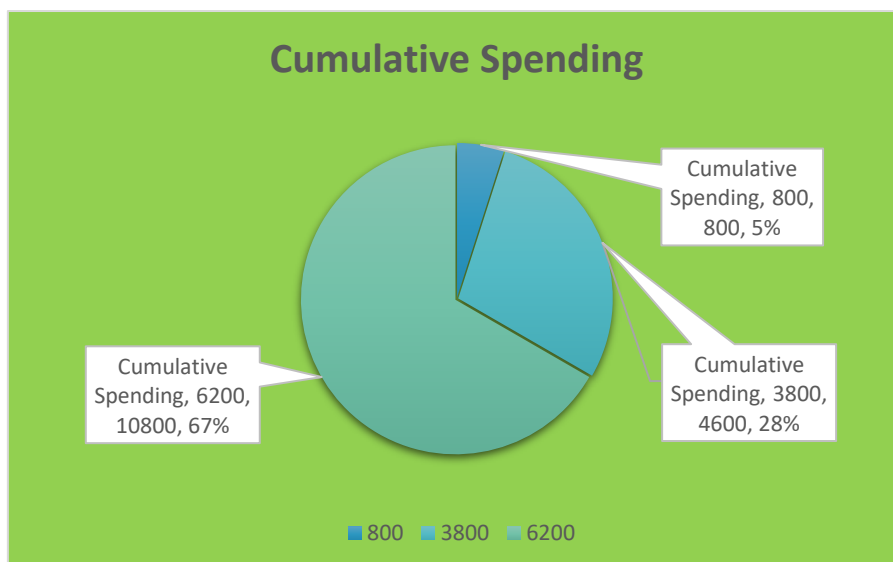
Consideration of resources or budget

Bar chart 1. Spending weekly.

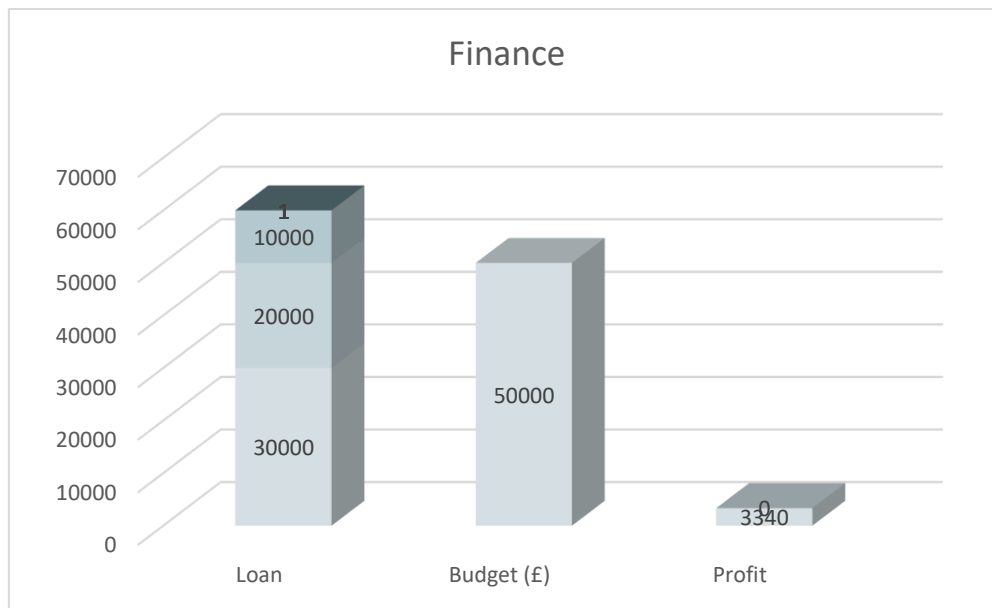


The schedule below is a bar chart. The work is simple. Considering 40 hours of labour per week at £20 per hour, Task A costs £800 per week. A weekly cost of £3,000 is based on one hundred hours of work at £30 per hour. Assuming 60 hours per week at £40 per hour, Task C spends £2,400 per week (Pie chart 2).

Pie chart 2. Cumulative Spending.



Bar chart 3 - Finance.



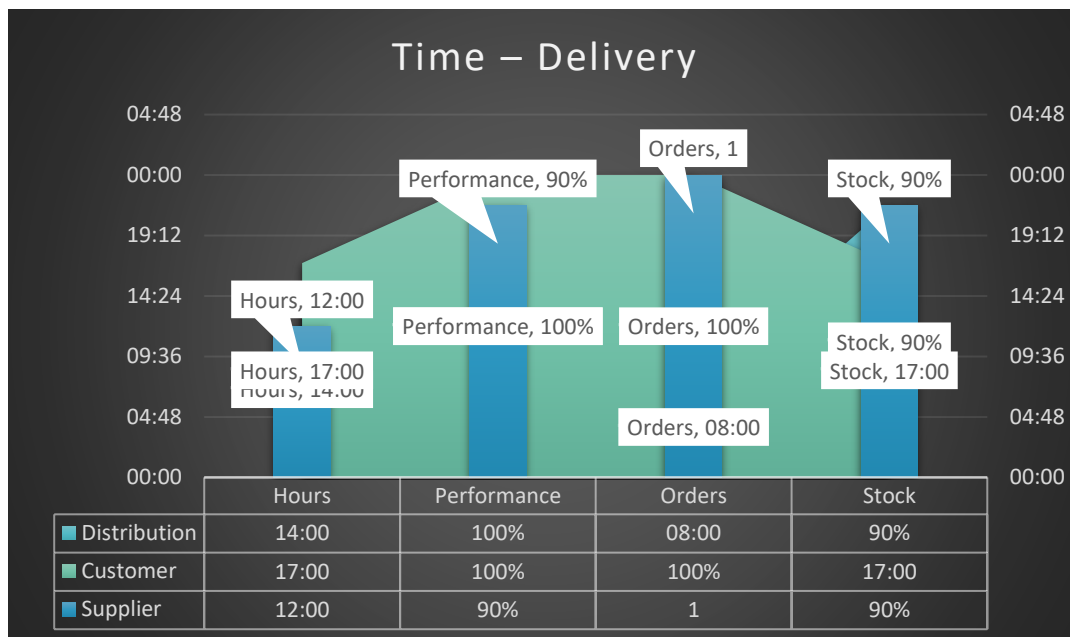
Material and labour costs are included in the project cost as any additional elements needed to complete the project on time (Bryde, 1997).

Prices are always on clients' minds. Estimating the cost of a project accurately is not easy for project managers. Costs will inevitably change if the scope or timelines change (Bar chart 3).

Cost constraints lead to:

- Pricing changes are unanticipated.
- Costs of recruiting and staffing.
- Deliverables added to the project.

Bar chart 4. Time – Delivery.



Clients expect a project delivery date for any assigned project. In the project management triangle, time constraints are often the biggest obstacle chart Time (Bar chart 4).

The project can be delayed by unanticipated challenges for the team or delays in materials, making meeting fixed deadlines difficult. Due to time limitations, any impact on the time constraint can lead to additional labour costs or significant changes to the scope of the project (Bryde, 1997, p.1).

Time constraints affect projects in the following ways:

- Vendor delay.
- From the client, added deliverables.
- Overestimating a project's duration.

Bar chart 4 - Cost.

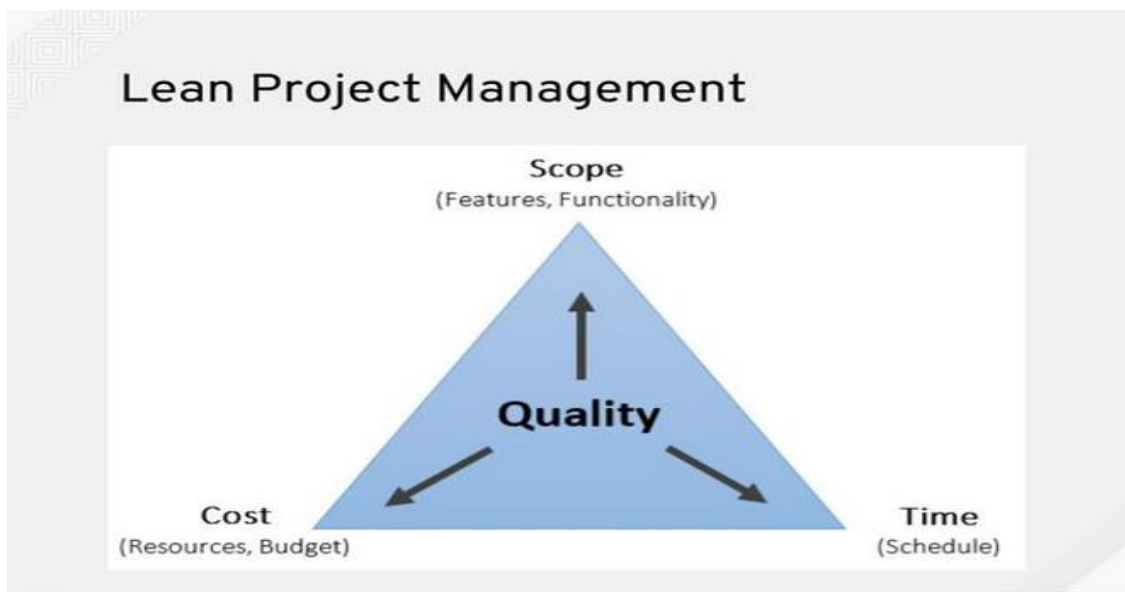
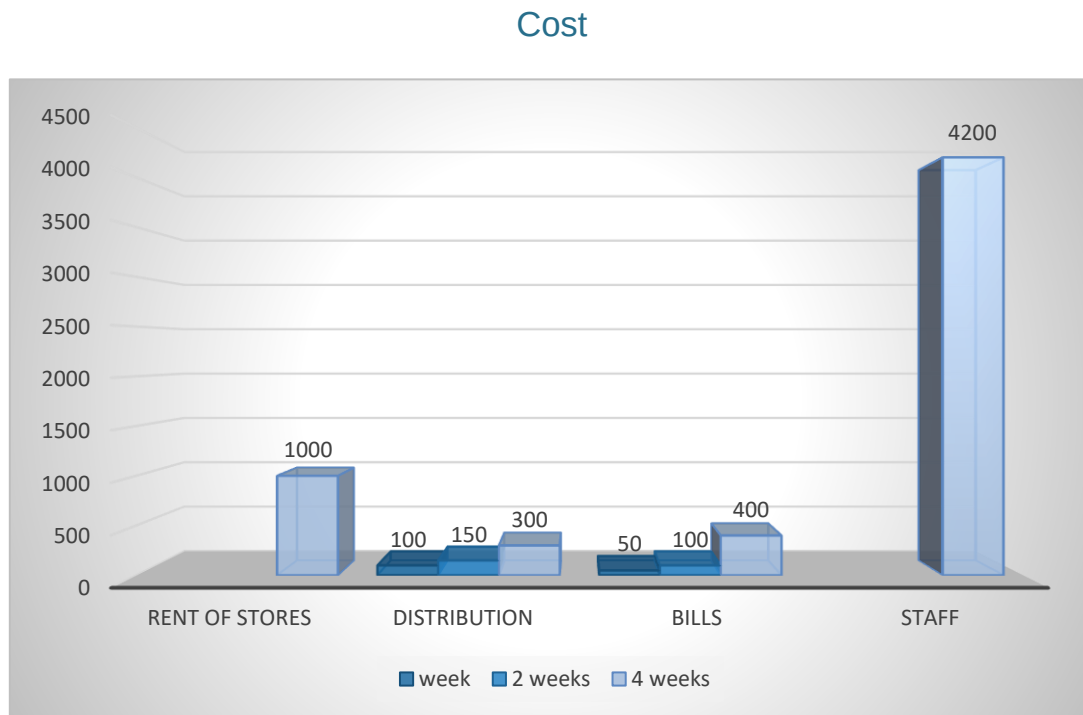


Figure 4. Source: Scope (Atkinson, 1999).

Project managers must balance the three factors within the project management triangle to plan, schedule, and deliver a successful project (Bar chart 4).

To improve the overall quality of the project and ensure a positive experience for all involved, a project manager should identify stakeholder expectations and constraints.

When using the project management triangle to guide decisions, project managers can ensure that the client's best interests are served (Bryde, 1997, p.2).

Triangle project management applications include:

Communicate better with clients

According to a PMI (2004) study, 56 per cent of all failed projects are caused by poor communication.

Project management triangle: how does it help? Iron triangles can assist project managers in explaining project restrictions to stakeholders and clients with limited project management knowledge or experience.

Project Adaptation

It is all too common for project managers to face changes in scope, timeline, and budget. Having a solid understanding of the project management triangle allows managers to adapt and pivot to sudden changes.

Delivering quality

Delivering a quality project to the client is the goal of a project manager. It is possible to achieve success throughout all projects by deploying the project management triangle (Orr, 2016).

Developing a team at distinct stages



Figure 5. Source: *The Tuckman Linear Model* (Tuckman, 1965).

According to Tuckman (1965), there are five stages:

Formulating: The first time you meet staff or team members, get to know each other and decide what the job should do. As driving the track to do delivery and take order by customer.

Storming: Direct communication takes place and members of the staff get to know one another. During this stage, conflicts often arise between team members.

Norming: Managing members of employees establish communication and work rules. Each group member has a position to fast delivery and follow the role in 24 hours.

Performing: The ordering of product has delivery on time with complaints.

Adjourning: Participants leave. When the staff know the product well and feeling not interested in target, they will change their job.

Team relationships.

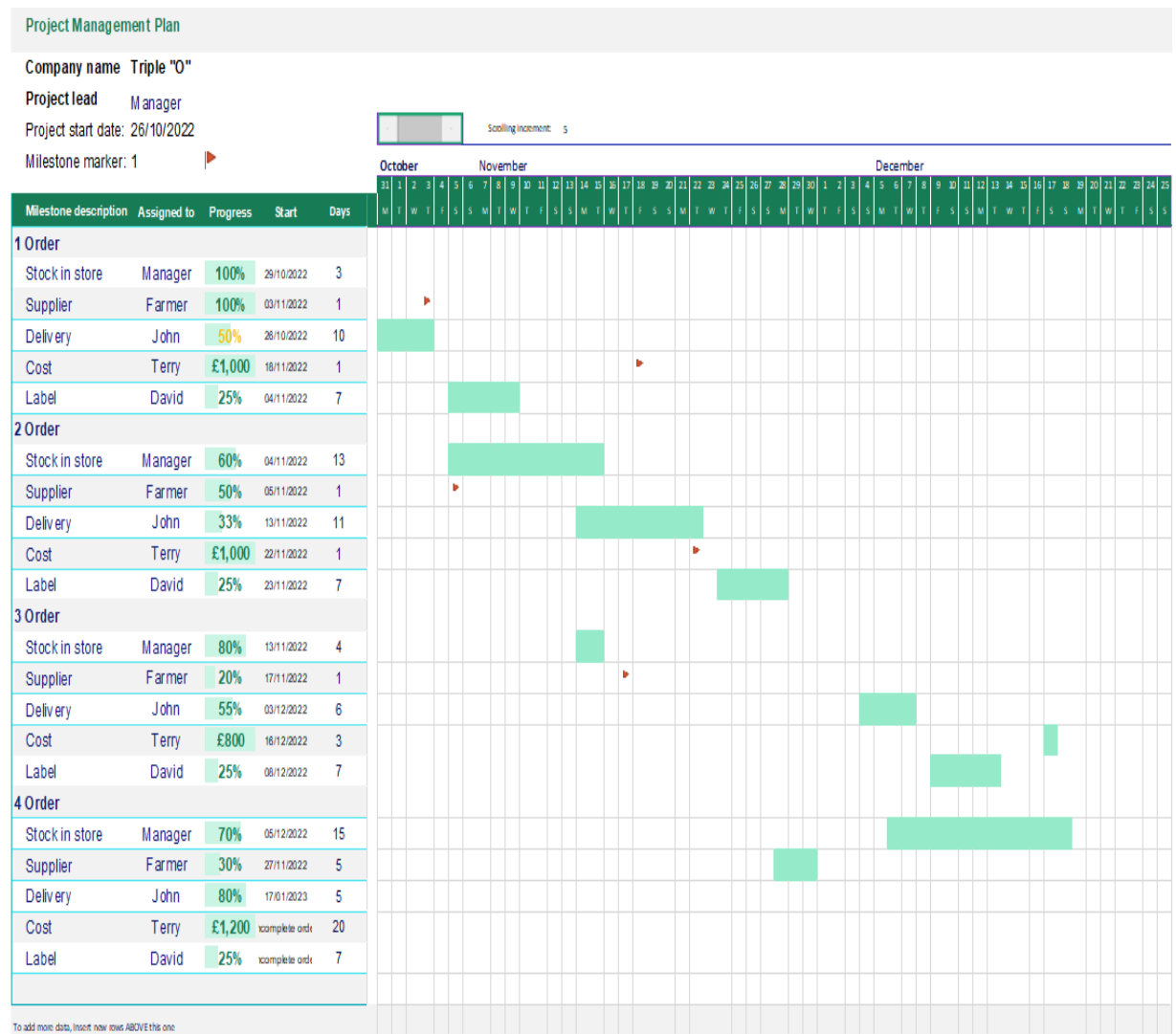
Managing a team involves four general issues: goals, roles, responsibilities, and procedures (Heagney, 2012, p.7). Developing a team begins with clarifying the mission, goals, and objectives of the team. There are various stages a team or group goes through on its way to maturity. Managers need to be prepared to deal with behavioural problems that may arise during a project (Carter et al. 2008).

- Goals or targets.
- Responsibility and roles.
- Methods.
- Interactions.

An outline Project Schedule/ Gantt chart

The project Activities process below is taken working four weeks schedule by the first order until four. The system has the staff in charge of also the percentage of products in stock and delivery by three times a week (Merriam, 1988).

Table 9. Source: Gantt chart (Atkinson, 1999).



A Risk Assessment

Techniques for identifying risks with brainstorming (Faustman and Omenn, 2008).



Figure 6. Source: Brainstorm (Heagney, 2012, p.8).

Managing project risks (Covello, and Mumpower, 1985).

- Risk definition.
- Failure reasons.
- Analyse risk.
- Evaluate risks.
- Mitigation plan development.

Risk mitigation

When a project manager understands which constraints are fixed and where flexibility exists, obstacles can be resolve and results achieve. While risks are inevitable, project managers can mitigate risks by understanding the iron triangle of critical thinking, problem-solving and decision-making that underpins business development (Perrow, 1999), (Figure 7).

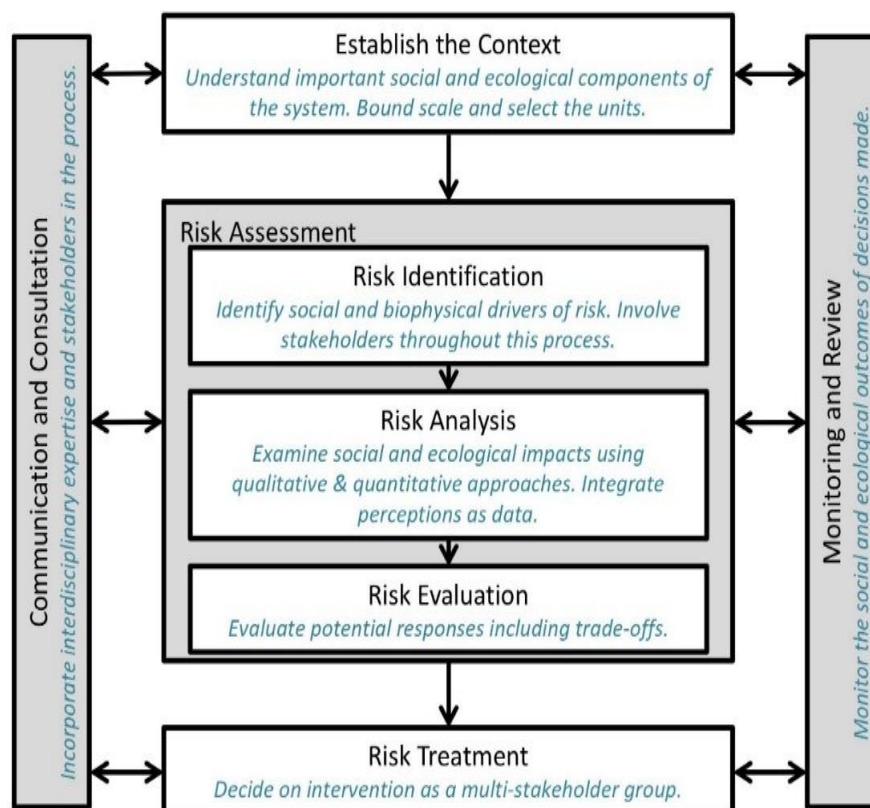


Figure 8. Source: Risk Analise (Covello, and Mumpower, 1985, p.3).

Risk at the workplace (Starr et al. 1976).

Table 10. Source: *Cause of Risk* (Heagney, 2012, p.9).

Risk	Risk mitigation	Risk prevention	Contingency Plan
Delivery delay	No	yes	• Delivery 2-3 days earlier than requested by the customer.
Supplier	Yes	yes	• Take advance with another supplier or farmer.
Contract with customers agrees on the unit at the end.	Yes.	Yes.	• Act by the court. • Change the supplier. • Insurance policy. • Take time and cost.
Quality of product	Yes.	No	• Change the supplier. • Active insurance in case of allergies. • causes allergies.

Unexpected Side Effects of Olive Oil (Table 10):

1. A factor that contributes to acne.
2. Allergic reactions may occur.
3. Rashes the skin.

Risk Treatment



Figure 9. Source: *Risk Treatment* (Heagney, 2012, p.10).

The tool "4 T's" can be combined to reduce risks in one of four ways (Figure 10).

Tolerate

Low-level or too-expensive risks are often excluded.

The cost of mitigation is prohibitive.

Treat

Control it somehow.

Prevent or reduce the impact.

Terminate

All risks are eliminated through treatment.

Limit the risk by doing things differently, where possible.

Transfer

A third party assumes the risk.

Taking on the risk; transferring business and reputational risk cannot be done.

Not all risks are bad

Taking these steps can turn risk into a benefit. To take a risk, you must first build your confidence.

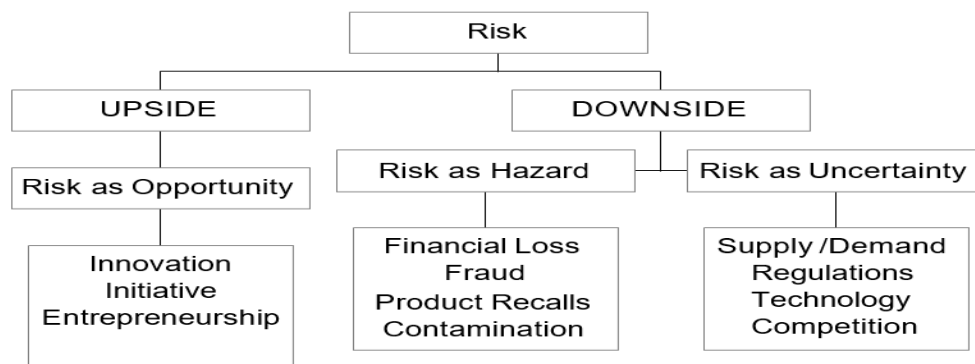


Figure 11. Source: *Structure Risk* (Heagney, 2012, p.11).

Controlling and treating risks (Figure 12).

Taking on unexpected risks can cause a project to spiral out of control. Performing a risk analysis in this manner may reduce any risks. It is also crucial that risk analysis is always conducted positively (Figure 13). If a team member is highly analytical or tends to be negative in general, this should be pointed out to them (Aiginger and Sieber, 2006).

When managing small projects, the Project Manager may simply include the risks and proposed actions in the Project Initiation Document. The risk workshop should be conducted with key stakeholders in large projects. To help record, track, and communicate risks and mitigation measures, a Risk Log should be established (Heagney, 2012), (Apply on Table 11).

Table 11. Source: Matrix Approach (Aiginger and Sieber, 2006).

Matrix Approach

Risk	Importance Impact	Likelihood Probability
Collaborators uncooperative	H	M
Requirement X proves impossible to implement	H	L
Task Y takes longer than expected	L	M
System performance is poor	L	M
Show-stopping requirement emerges late on	M	L
License period ends	L	L
Supervisor leaves	L	H
Tool unavailable	H	H

Often, each risk will have an associated contingency plan.

Table 12. Source: (Heagney, 2012, p.12).

Key: H=high, M=middle, L= lower.

What could go wrong? 1. Exposure wrong 2. Shots unacceptable 3. Film lost or damaged 4. Weather delays	Contingency Bracket the exposure Take extra photos Hand carry to client Allow extra time
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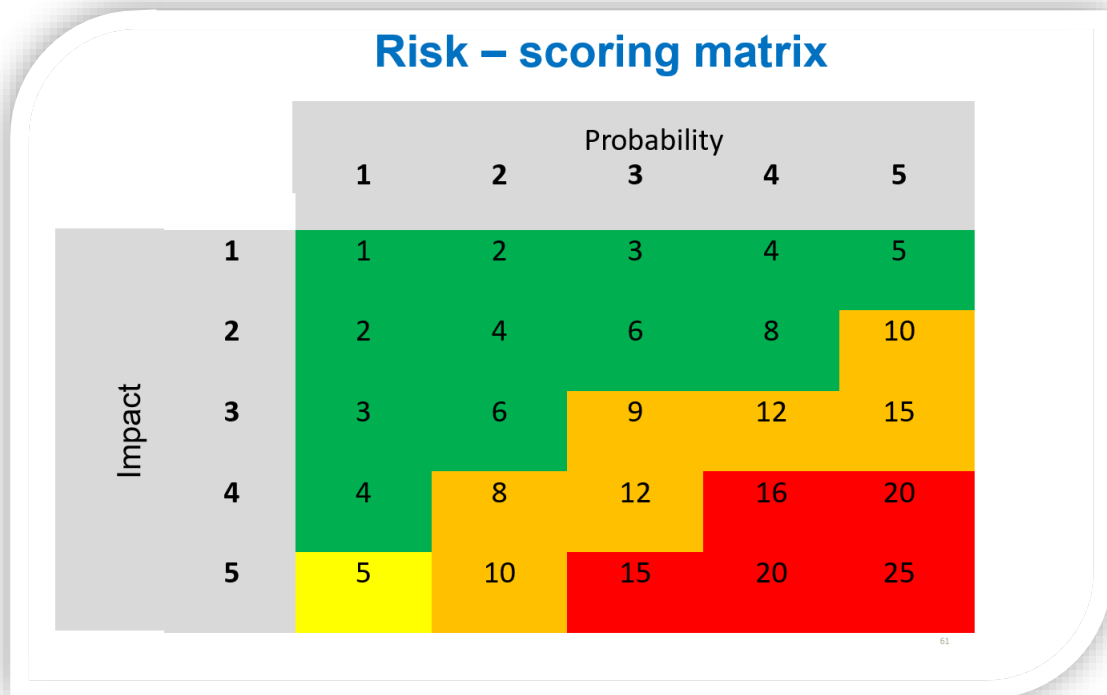


Figure 14. Source: Risk matrix (Heagney, 2012, p13).

Key of impact: Red=negative, Yellow= lower, Orange= middle and green=positive (Figure 15).

The worse scenario is a delayed project. It means the product from Triple “O” does not arrive on time to the customer (Table 12). To solve the problem, follow the stage to get the target done for the Satisfaction of quality (Reckwitz, 2002), (Table 13).

- Processes for managing change are inadequate.
- An unplanned increase in scope.
- It is off-limits for everyone to discuss Project Overruns and Personnel Issues.
- Overruns and delays in the project.
- Inadequate defined work breakdown structures that detail project requirements into manageable work items, tasks, and resources.

Ishikawa – Fishbone diagram

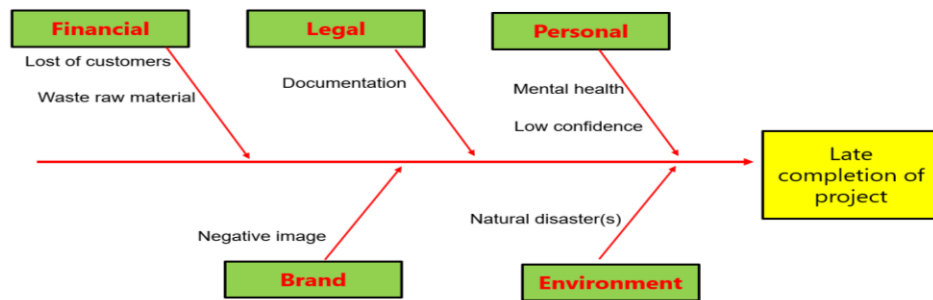


Figure 16. Source: Fishbone diagram (Ilie and Ciocoiu, 2010).

As can be seen from the fishbone diagram. Is it possible to understand the big picture when priorities are delayed in project management? (Ilie and Ciocoiu, 2010), (Figure 17).

A Project Network

An illustration of how the project is linked, interdependent, and completed;

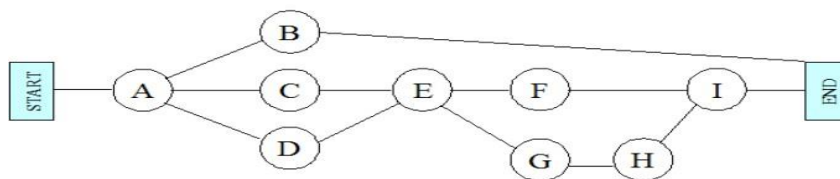


Figure 18. Source: Project Network (Heagney, 2012, p.14).

Key

STARD = Import olive oil from Portugal

A=Farmers

B=Contractors

C=Supplier

D= Distribution

E=Stores

F= Delivery

G=Agent transport

H=Amazon delivery

I= Customer

END=Satisfaction guests

Suggestions

Determine the most important performance drivers for each stage of the project development cycle and analyse them. In addition to evaluating how sophistication innovation goal setting, the alliance among important performance variables and productivity is evaluated, it is also suggested to examine the knowledge level of the organisation. There should be a project closure checklist completed before a project can be considered finished. There is a clear benefit to being able to understand what constitutes successful stakeholder management practices for both businesses and individuals.

Conclusion

This paper has identified project stakeholder management research and engagement with Swot to analyse Internally and Pestle external. Including an examination of the performance definition and a discussion of important success tools in project management. This work examined the evolution of the conventional technique. Success has changed dramatically over the years, as has our understanding of what it means. Management projects have penetrated diverse business domains, but more research is needed on this and any other key criteria. Due to the complexity, predictability, and demands of projects, it is always important to determine how to measure success in the work. Any fields are unknown in the success description, such as human resources, information management, and innovation of project management methods and techniques that are based on this synopsis. The restricted field of the success description relies on this risk assessment overview.

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