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MODULE TITLE **PROJECT MANAGEMENT**

ASSIGNMENT TITLE **BATHROOM SUITE PROJECT**

MODULE **SBUS 5127**

LECTURER'S NAME **MOLLY JACK**

REFERENCES

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PRINCE2™ - End Project Report

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Project Name:	Complete bathroom renovation and decoration		
Date:	January 12 2018	Release:	Draft/Final
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Owner:			
Client:	Olakanpo family		
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Note: This document is only valid on the day it was printed

Revision History

Date of next revision:

Revision Date	Previous Revision Date	Summary of Changes	Changes Marked

Approvals

This document requires the following approvals. A signed copy should be placed in the project files.

Name	Signature	Title	Date of Issue	Version

Distribution

This document has been distributed to:

Name	Title	Date of Issue	Version
The client Olakanpo family	Bathroom suite		
The installers Victoria plum Ltd	Olakanpo bathroom suite		

Overview

Purpose An End Project Report is used during project closure to review how the project performed against the version of the Project Initiation Documentation used to authorize it. It also allows the:

- Passing on of any lessons that can be usefully applied to other projects
- Passing on of details of unfinished work, ongoing risks or potential product modifications to the group charged with future support of the project's products in their operational life.

Contents	<i>The End Project Report should cover the following topics.</i>
	Project Manager's report 6
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Advice *The End Project Report is derived from the: Project Initiation Documentation; Business Case; Project Plan; Benefits Review Plan; Issue Register, Quality Register and Risk Register; Lessons Report and End Stage Reports (and Exceptions Reports, if applicable).*

An End Project Report can take a number of formats, including presentation to the Project Board (physical meeting or conference call), as a document or email issued to the Project Board or as an entry in a project management tool.

The following quality criteria should be observed:

- Any abnormal situations are described, together with their impact
- At the end of the project, all issues should either be closed or become the subject of a follow-on action recommendation
- Any available useful documentation or evidence should accompany the follow-on action recommendation(s)
- Any appointed Project Assurance roles should agree with the report.

Project Manager's report

The Scope

The project to be embarked on this the total replacement of an old bathroom suite at my home with a new modern bathroom suite. This project involves the full redecoration of the existing bathroom and the installation of brand new modern amenities.

The Goals

The project goals are to have a brand new modern bathroom suite in place by a specified time, within an affordable budget the amount which was provided later in the report.

The objectives of this project is to meet the demand of a household whom require a modern facility as the current bathroom is very old and has difficulty fulfilling its purpose talk less of the delapidating amenities and décor, a new bathroom suite would not only improve the general harmony in the household, it would speed up the time people use especially in the morning when most family members are getting ready for school or work and would also be a source of pride for the family when entertaining visitors who would want to use the bathroom.

The Objective

The major objective of the project is to provide a modern facility in the home which measures up to present day standards and provides us with a more user-friendly and convenient bathroom.

The project scope provided the link between the project goal and the work which needs to be done to achieve the objectives. The work and resources that go into the creation of the product or service are essentially the things that frame the scope of the project. The scope of the project outlines the objectives of the project and the goals that need to be met to achieve a satisfactory result. In the case of this project,

The work breakdown structure (WBS) identified with this project include the following

- a, the project scope would entail the viewing and ordering of a suitable bathroom the hiring of professional and capable workmen to install the bathroom.

- b, suite the removal of most of the existing amenities in the current bathroom,

c, installation of the modern bathroom amenities including underfloor heating
d, and the total redecoration of the entire bathroom suite.

Project management according to the Office of Government Commerce (OGC) 2006 is essentially a management environment that is creating for delivering one or more business product, it is a non-permanent organisation established to get a predefined result by a specific time schedule with known allocations. (OGC 2006). This involves the planning, monitoring, and controlling of the sequence of events as well as motivating the participants involved in the project.

Life Cycle

Every project has a life cycle which is the path and direction in which various activities are implemented to get to the intended destination this also covers the work of specifying and designing the project to its testing all the way to when its put into operational use.

Planning

Having established the goals and objectives of the project it was imperative to move on to the planning stage this details the major products or service to be done in the project it highlights when these events would take place and the cost they incur. An initial project plan was presented as part of the project initial presentation. This document was subsequently revised as the work progressed. In the case of this project the planning was carried out initially by the family in looking at the type of bath suites they require, and the type of decoration suited to their taste. The time of the year followed by the period of the year it would be conducive to carry out and the amount plus availability of funds.

Managing stakeholders

This was the obvious next step in which the project progressed it consisted of:

Analysis; where the major stakeholders where identified i.e. members of the family concerned. The workers on the project and how the work would impact everyone this was well highlighted in the project report itself.

Planning; This covered managing strategies and communication which was basically how information was divulged between all participants of the project including the stakeholders.

Management; This was essentially implementing the communications plan who was required to talk to or report to whom. The various modes in which the communication would be carried out either by phone or email or other means available. An establishing the fact that it was crucial to communicate.

In manging the stakeholders, it was noted that the power and interest

model was used to establish those who were most impacted by the project or who could influence the project either negatively or otherwise these individuals or group monitored very closely, and the result was included in the project report. The main stakeholders in this project are me and my family as internal stakeholders, the bathroom installers the equipment suppliers the handy man overseeing the work on the project the skip supplier all as the external suppliers.

Internal stakeholders

1. Ola
2. Wife
3. 1st child
4. 2nd child
5. 3rd child.

External stakeholders

6. Bathroom installers
7. Handyman
8. Equipment suppliers
9. Energy supply company
10. Skip supplier

The Work breakdown structure

The project now moved on to the work breakdown structure, this is a 'hierarchical description of the work that must be done to finish the project' Wysocki, 2003, p.75

The work base structure of this project was not clearly outlined in the project report it seems to be outlined under another heading which seems to be the milestones. However, a brief description of what work was to be done was outlined here and this seems to be adhered to throughout the lifecycle of the project to the satisfaction of the participants. The work breakdown structure and work that was carried as contained in the original report is as follows;

1. New bathroom Plan
2. visiting bathroom show room for observation
3. Discussions with installation experts on how the job would be done
4. Getting prices for all components needed.
5. Inspection of boiler position and its condition by energy supply company.
6. Contact and hiring of skip personnel and equipment.
7. Ripping out of old facilities in the bathroom including bath tub shower enclosure, cabinets, toilet, basin, and wall tiles.
8. cleaning up of the area before new installation.
9. Delivery of new amenities.
10. Review of Planning and placing of new amenities
11. Installation of new amenities including pipe connections and connection to drain
12. Retiling of the bathroom wall
13. installation of underfloor heating
14. clearing of remaining debris in to skip.

15. Cleaning of installed amenities.
- 16 Collection of skip by skip company.
17. Signing off all work done after inspection by Geb (handyman)

Risks

'A risk is an uncertain event that if it occurs has a negative or positive effect on a project's objective' PMI 2006 p.388

In dealing with what could be termed as risks and any potential risk the project was very robust in coping with them. The necessary risk management processes were seen to be in place to ensure that any unforeseen circumstance or situation would be effectively dealt with it is also noted that installers were professional enough to know what constituted as risks in their field of operation and were capable or had contingency plans in place to deal with this. There was also an experience handy man on hand who lent his opinion to project to examine all existing infrastructure and give his professional opinion.

A lot of processes were involved in the risk management process; these included identifying prioritising monitoring and control.

It is on record that there were meetings on three specific occasions to identify potential risks, that could occur during the project. The installers and the handy man had more insight to what could go wrong than we members of the family due to their experience on former projects everyone was encouraged to ask questions on things we didn't understand, and we were assured by the bathroom installers that they would notify us of any problem as soon as they encountered it.

The risk we identified in this project were then prioritised and to do this the risks were evaluated, this was done using the probability of them occurring this was done qualitatively using the scale such as high medium or low and quantitatively as a percentage of them occurring.

Review of the Business Case

There was not much to say of the project as a business case since it was a wholly domestic project for the client's private use. If there was a

business case to be argued it would be that the renovation added more value to the house and such increased its price value.

(Summarizing the validity of the project's Business Case)

Benefits achieved to date

The benefits achieved by the project to date has been tremendous for the client (family). It has provided the family with a sparkling new bathroom that is fit for purpose and has met all expectations. The bathroom's new amenities mean that the family members can use the bath more quickly, having a lot of time in the morning it has also added to the general ambience of the house giving the house as discussed above more value.

Residual benefits expected

As discussed in the report earlier the main residual benefit expected from the client point of view would be the added value it would add to the house
(post-project)

Expected net benefits

The net benefit expected would be the benefit the family (client) would get is the satisfaction and contentment of having a new bathroom it is more of a sentimental benefit.

Deviations from the approved Business Case

Notes from the original report shows there was no major deviation from the original business plan, the slight delay caused by one of the installation team members who fell sick, was well dealt with by the robust coordination plan put in place in the initiation stage.

Review of Project Objectives

(Review of how the project performed against its planned targets and tolerances for time, cost, quality, scope, benefits and risk. Review the effectiveness of the project's strategies and controls)

The project objectives were mainly met in this renovation/installation and there were no teething problems throughout the duration of the project

It was well coordinated, and the cost was well within budget. There was a slight delay in the installation of certain bathroom amenities this occurred when one member of the installation team fell sick and was off work for a couple of days, this delayed the shower installation and work had to be carried on around his area of expertise, however by effective coordination other jobs went on and were completed until the said individual returned to work to finish off the electrical part of the shower.

Review of Team Performance

The performance of the whole team was very commendable, from the handy man who was employed personally by me, to the bathroom installers, equipment suppliers the skip providers, the energy company and water supply company representative and last but not the least for members of the family for their cooperation and patience throughout the project's duration. The one outstanding observation is the ability of all these individuals to work as a team despite their own individual roles. The bathroom installers were very professional doing their jobs to the exact detail, also there must be recognition given to Mr Geb who was the handy man who coordinated most of the jobs on the project essentially, he was the go to man if there was anything that was needed my role was basically to disperse funds or give the okay where things needed to be done or if plans had to change on the project and my consent was needed.

Lessons Report

There were few lessons to be learnt as things went well however the fact things went well can form a basis on providing future projects. The project was well planned from the beginning, well-coordinated risks were well managed and prioritised. Communication was effective and frequent. All participants worked in a safe and clean environment with respect accorded to all team members. There were some concerns about the cost of the original plan to install a more expensive suite for the bathroom however after reviewing the cost of the original bathroom suite it was decided with by the clients and the project coordinator to scale down the more sophisticated suite to a more cost effective and durable bathroom suite. In making this decision the number of family members and the potential number of times the family would daily use it prompted the need to buy a more durable one. Also, the effective contingency plan based on the project coordinator's knowledge of 'project budgeting' and 'estimating time' helped in effectively managing the delay in installing the shower due to the illness of one of the installers.

(A review of what went well, what went badly, and any recommendations for corporate or programme management consideration (and if the project was prematurely closed, then the reasons should be explained). This may be a separate document and referenced from this location)

Review of Products

Product Name	Quality Records ¹		Approval Records ²	Off-specifications ³
	Planned	Completed		
Pedestal basin	2 hours	Within 2 hours	approved	
Bath tub	4 hours	Within 4 hours	approved	
Toilet cistern and pan	2 hours	Within 2 hours	approved	
Taps on bath and basin	1 day	Within 1 day	approved	
Installation of extractor fan	1 day	Within 1 day	approved	
Underfloor heating	2 days	Within 2days	approved	
Wall tiling	3 days	3 days	approved	
Shower installation	2 days	3days	approved	
Hard water treatment	1 day	Within 1 day		

Project Product Handover

(Confirmation (in the form of acceptance records) by the customer that operations and maintenance functions are ready to receive the project's product)

¹ Quality activities planned and completed

² The Requisite approvals for each Product

³ Any missing products or products which do not meet the original requirements, and confirmation of any concessions granted

The project was handed over to the clients after all work was completed to the required standard all amenities were tested and were working to the required standard all appliances met the required safety standards.

The project was completed to the required industry standards and the satisfaction of the clients. The installed amenities are all under warranty and would be monitored constantly performance wise and should be instantly Replaced if there are any problems

Summary of Follow-on Action Recommendations

(Request for Project Board advice about who should receive each recommended action. The recommended actions are related to unfinished work, ongoing issues and risks, and any other activities needed to take the products to the next phase of their life)

There were few follow-on-actions to be done due to the how the well the project was carried out. The main action would be monitoring the operation of the project from day to day, looking at the safety features, the water pressure and water hardness. The condition of the existing pipes would also be continually monitored by the clients in conjunction with the coordinator who would still be retained on a when needed basis.