

Jollibee Construction Project



END OF REPORT

PROJECT MANAGEMENT

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END OF PROJECT REPORT

Project Name	JOLLIBEE CONSTRUCTION		
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Owner	ABC Construction Firm		
Client	Juan dela Cruz		
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Revision History

Revision Date	Previous Revision Date	Description of Change	Changes Marked

Approvals

The following have approved the documents. A signed copy will be placed in the project files.

Name	Signature	Title	Date of Issue	Version

Reviewed by

The following have formally accessed the documents.

Name	Title	Verified	Date	Signature

Distribution

The following has been issued a copy of the documents.

Name	Title	Date of Issue	Version

1. OVERVIEW

Document Purpose

The aim of the Jollibee Construction End of Project Report is to provide a statement to the Project Board to review on how well the project performed against its Project Initiation Documentation.

It also allows the passing on of lessons learned that can be usefully applied to other projects and continuous actions as a recommendation to maintain the product in its operational state.

2. PROJECT REPORT SUMMARY

2.1. PROJECT SUMMARY

Jollibee Company made a successful expansion of their stores nationally and internationally. Their branches have made all positive result as it productively served their customers and made a higher share in the overall country's GDP. As the business goes stronger, more business persons wanted to buy a permit to use the name of the restaurant.

The owner which referred as the "Client" who brought franchise from the company wanted to have a sophisticated building for its Jollibee outlet in their region. The company approved the desired design of the client and made an agreement that its interior and exterior designs will retain the original design of the restaurant to preserve the features of its brand.

The ABC Construction firm took the project (Jollibee construction) for the Client. The project has been ordered to the team to prepare for the new contract. The project manager has been tasked to do the project plan that involves construction objectives and activities beginning with project start-up to initiation, an execution stage, and closure.

Overall activities are being defined and were reviewed by the management. These documents were authorised by the project board that made the project completed on time. Planned objectives are carried out while providing health and safety to its workers and protecting the social and environment with compliance to one of the Government's requirements.

The project was initiated on 4th December 2017 with the objectives to:

- Provide high-quality materials in construction
- Comply with the requirements made by the government and the management along with the phases
- Schedule the activities to meet all the arrange tasks effectively
- Allocate the budget reasonably
- Use resources efficiently while maximizing outputs
- Provide competent workers and team member
- Keeping a safe and healthy environment

Listed are the participants and their roles that take part in the construction of the Jollibee project.

- Client Juan dela Cruz is the owner of the new project with its goal and given requirements. The Client gave the project's budget with the support of the funding firm, Bank of the Philippines (BPI).
- Executive Manager Bernardo Lopez, head of the ABC Construction firm made a contract with the Client and mandated his team with the New Project. Notifications were given and documents for review were presented by the Project Director.
- Project Director Gina Villegas authorised Project Manager to perform activities being reviewed and approved.

- Project Manager Mae F. manages and monitor the overall activities and processes of the project. Made reports to a higher authority.
- Project Engineer Nash R. provides the designed structure of the Project, manages
- Project Architect Mac R. handled the interior and exterior design of the Project.
- Quality control Manager Jean S. controlled each delivered activity and ensured that all completed work followed and remained with the given objectives.
- Risk Manager Vicky C. created risk plan for risks identified and reports to the Project Manager.
- Team Managers handled the workers by their given area and gives a report to Project Manager.
- Health and Safety Officer Danielle A. ensured to meet all the compliance required for employees' protection as well as the social and environment.
- Accounting Manager Hans F. in-charge of the financial statements that include the allocation of budgets and recording costs.
- XYZ Co. supplier of the construction firm.

3. REVIEW OF THE BUSINESS CASE

3.1. ACHIEVEMENT OF OUTCOMES AND DELIVERABLES

Listed are the results and deliverables of the Jollibee Construction Project which has been accomplished.

Exhibit a clear goal, objectives, and scope of the Project so that the team knows the set boundaries.	ACCOMPLISHED
Presented a comprehensive and detailed plan and requirements needed for the Project to achieve the main goal for the Client.	ACCOMPLISHED
Provide a necessary number of skilled workers, high-quality materials, and equipment during operation to meet excellence and Client's expectation.	ACCOMPLISHED

Provide a safe work setting, ensuring health and security of the workers, save resources and being considerate of the environment.	ACCOMPLISHED
Make sure that all information and reports are provided and address accurately to concern person to create an effective coordination of the management and team.	ACCOMPLISHED

3.2. ACHIEVEMENT OF PROJECT BENEFITS

Listed are the benefits achieved throughout the Project.

BENEFIT	STATUS
Operation improved through the organised planning of management and coordination of the team members.	ACHIEVED
Reduce reported injuries/accidents and managed identified risks immediately by intensive control and monitoring, and implementation of rules on the site especially during the working process.	ACHIEVED
Reduce project cost by allocating and using resources efficiently.	ACHIEVED
No reported disturbance or interruption during operation within the community by considering the public welfare and environment.	ACHIEVED
Conserve energy and save water consumption through advance technology.	ACHIEVED

4. REVIEW OF PROJECT OBJECTIVES

4.1. PERFORMANCE AGAINST PLANNED TIME AND COST

The restaurant project was planned to be completed within 6 months, starting from the 4th December 2017 with the given budget of £620,000. The

construction plans were to build a 2-storey building with a customised installation of advanced equipment to provide customers the latest technology while introducing sustainability. The structured building has its waiting area, dine-in area, and function room, kitchen, stock room, point-of-sale (POS), toilets, staff room, management office, playing area for children, emergency exit, parking lot and drive-thru area.

PERFORMANCE AGAINST PLANNED TIME

The arranged period of the project was reasonable though it has a delay in starting the execution phase. The expected date of authorising the documents from the Project Director has been interrupted that it went over from its planned date. Documents made were incomplete because of late approval of a permit from the City Office. But even the project began late, the Risk Management team had a plan response to the situation which has relayed to the Project Manager. This was reported and accepted by the Project Board that made the Project team implement the action.

Milestone	Planned Dates	Actual Dates
Approval of Documents	1 Jan 2018	5 Jan 2018
Organised Design and Engineering	22 Jan 2018	25 Jan 2018
Finished building assembly	26 Mar 2018	26 Mar 2018
Completed the overall internal and external design	23 Apr 2018	23 Apr 2018
Inspection completed and approved	7 May 2018	7 May 2018
Fulfilled end phase	21 May 2018	21 May 2018

PERFORMANCE AGAINST PLANNED COST

The budgeted cost of the Project was £620,000 including its contingency of £77,000. The funding of resources has exceeded from its budget plan because of the additional labourers which have been hired in the middle of execution phase. This strategy was made by the Project Manager in the consent of the Project Board to meet the expected deadline of the Project.

Also, materials and equipment go beyond its budgeted cost due to an unexpected change in price and the effect of hiring additional workers. Variances of the following expenses had been managed by taking additional capital from the contingency fund.

In the list of expenses from this Project, it indicates that the budgeted cost differs from its actual cost. Overall, there is no shortage from the given budget and did not see any arrears.

WBS	BUDGET	ACTUAL
1. Project initiation	£ 6,200	£ 6,200
1.1. Project brief	£ 6,200	£ 6,200
2. Planning	£ 18,600	£ 18,374
2.1. Scope	£ 620	£ 620
2.2. Schedule	£ 620	£ 620
2.3. Risk Plan	£ 620	£ 620
2.4. Requirements		
2.4.1. Documents		
2.4.1.1. Design & Drawing	£ 3,348	£ 3,333
2.4.1.2. Quantity Estimates	£ 3,348	£ 3,347
2.4.1.3. Legal & Contract Documents	£ 5,022	£ 4,860
2.4.1.4. Site Condition	£ 1,674	£ 1,674
2.4.1.5. Project Environment	£ 3,348	£ 3,300
2.4.2. Resources	£ 388,000	£ 449,225
2.4.2.1. Manpower	£ 186,500	£ 236,450
2.4.2.2. Equipment	£ 60,450	£ 69,325
2.4.2.3. Direct & Indirect Materials	£ 100,750	£ 103,150
2.4.2.4. Human resources	£ 40,300	£ 40,300
3. Design & Engineering	£ 37,200	£ 36,975
3.1. Architectural		
3.1.1 Conceptual Design	£ 3,720	£ 3,720
3.1.2 Preliminary Design	£ 3,720	£ 3,720
3.1.3 Final Design	£ 3,720	£ 3,500
3.2 Engineering		
3.2.1 Civil Engineering	£ 5,208	£ 5,208

	3.2.2 Mechanical Engineering	£ 5,208	£ 5,208
	3.2.3 Electrical Engineering	£ 5,208	£ 5,208
	3.2.4 Systems Engineering	£ 5,208	£ 5,208
	3.2.5 Construction	£ 2,604	£ 2,600
	3.2.6 Safety	£ 2,604	£ 2,603
4. Construction		£ 62,000	£ 62,000
	4.1. Foundation	£ 18,600	£ 18,600
	4.2. Structure	£ 18,600	£ 18,600
	4.3. Interior & Exterior Design	£ 18,600	£ 18,600
	4.4. Equipment Installation	£ 6,200	£ 6,200
5. Monitoring & Control		£ 31,000	£ 30,859
	5.1. Inspection/Evaluation	£ 6,200	£ 6,150
	5.2. Safety	£3,875	£ 3,800
	5.3. Revision/Change Requirements	£ 3,100	£ 3,099
	5.4. Documentation	£ 3,875	£ 3,870
6. Closing Phase			
	1.1. Final Inspection	£ 6,200	£ 6,200
	1.2. Safety	£ 3,875	£ 3,870
	1.3. Documentation	£ 3,875	£ 3,870
Contingency		£ 77,000	(£ 62,025)
			£ 61,225
			£ 800
TOTAL		£620,000	£603,633

5. LESSONS LEARNED

The Project started immediately after the contract was made with the Client. From the guidance of the ABC Construction Management, all documents were arranged and launching of the project started right away. Objectives of the Project and its scope were clear that result to well-defined activities without any difficulty.

Project Teams do their tasks efficiently in making the scheme design of the building and submitted it to the Management on time. Other credentials and permits from the government made a little delay in the submission of papers in the Management for review that made the initiation phase start late. Upon completion and reviewing of all the details of the required documents, permission has been given to do the initiation phase. Because of this incident, they will need a longer period for completion of documents from the government when planning for a schedule in succeeding projects.

Risk Manager identified the impact of the detected risk promptly and reported it to the Project Manager which has been acted. Procurement of supplies was made to the subcontractor and all needed materials were delivered on the date agreed. But some of the materials detected does not meet the requirements and others were faulty, thus the Quality Manager informed the Project Manager for return and exchange of materials to XYZ Supplier. This event made the delivery of returned materials not provided on time, but this was classified as low risk because there were still available materials before the delivery. The construction firm needs to make sure that its supplier is reliable in providing high-quality materials.

Due to the unexpected typhoon that hit the region, the operation was stopped for 3days for the safety of the workforce. To cover up the unfinished work and to be able to complete the operation on the scheduled date, the Management hired additional labourers to work on the site. The additional cost for the extra workers was supplemented by the contingency budget.

Change in prices of materials in the market is unpredictable but effective management and supervision of the Account Manager helped in dealing with cost alterations that cause budget overruns. Overall, the assessment made a satisfactory result. Having a contingency fund is important in building a project.

The excellent communications of all members of the Project helped identify the issues which have been given a response to solve it. Through engagement in meetings, updates regarding the work packages and delivery of products have been addressed, including the latest funding and costs of the Project.

Team members followed all guidelines and safety measures that mark no serious accidents occurred. Some minor injuries were reported and identified risks were recorded for future reference and citation.

Project teams focused on the value of the Project thus, Quality management ensures that all its features stayed on its project's objectives. Inspection and evaluation were performed strictly in the building. Also, the installed equipment was set up and run through by the System Engineering team. All the assessment done were written, checked, and reported to the Project Manager for review and for the final report.

The Equipment User Guide is made for information and technical support for any queries and issues. In addition, written here are those professional bodies to be contacted in case of an urgent situation or need of service.

6. REVIEW OF PROJECT OUTCOME

In connection with the business case provided, evaluation of the following activities and deliverables has been conducted. All work packages undergone the quality checked process resulted in the good structural condition of the Project.

The design of the restaurant was completed and stayed on the plan according to the Project's aims. Specific areas were made with the agreed proposal, and part of the design is to have an advance gadget installed. System engineering team help in installing and testing the advance tools and devices including solar panels for saving electricity, water system for recycling water from dishwasher going to the toilet tank, and automated order kiosks.

The model of the building proved that adapting the latest technology can develop and increase knowledge about advance equipment and enable to recognise and resolve technical issues that arise unexpectedly.

7. FOLLOW-ON ACTION AND RECOMMENDATION

All activities have been managed and there are no unresolved issues identified. Thus, follow-on action does not require. The Equipment User Guide has been provided together with the Handover of the documents. IT and facilities team are in-charge of manageable issues of the equipment installed in the restaurant. Newly hired staffs must have an induction to know the safety measures inside the restaurant.

It is recommended that the project closure of Jollibee Construction Project be approved by the Project Board, with the agreement that all the requirements of the project have been achieved as documented and that the Project Board is convinced to all details which have been delivered.

Appendix A – Risk Identified

IDENTIFIED RISK	PROBABILITY	IMPACT	RISK HANDLING APPROACH	RESPONSIBLE PERSON	RESPONSE
Quality of materials does not meet the quality requirements	2	Moderate	Mitigate	Quality Control Manager, PM	Materials were returned to the supplier and asked for new materials to replaced high-quality materials.
Cost of materials changes.	2	Moderate	Accept	Accounting Manager, PM	Get additional capital from Contingency Fund.
Materials do not deliver on time	2	Moderate	Mitigate	Project Manager	Contact supplier. Minimise the impact of the risk.
Faulty materials	2	Moderate	Mitigate	Quality Control Manager, PM	Materials were returned to the supplier and asked for new materials to replaced high-quality materials.
Injuries and accidents to workers/staff	1	Low	Mitigate, Avoid	Health & Safety Officer, PM	Performed first aid for minor accidents. Examine the cause to avoid it to happen again.
Natural disaster	2	High	Mitigate, Accept	Health & Safety Officer, PM	Consider the safety of the workers. Identify the seriousness. Note down to risk register.
Poor delivery of documents	2	Moderate	Escalate	PM	Contact top management.

Appendix B – Recorded Injuries

DATE	EVENT	INJURY	TREATMENT	SET INVESTIGATION	ACTION
22 Jan 2018	One worker accidentally stumbles while stepping up on the stairs while carrying a pack of cement.	Scratch/Knee	First Aid	No	Put signage
19 Feb 2018	Builder hit his fingers with a hammer by accident.	Hand/finger	First aid	No	Wear proper gloves
21 Feb 2018	Fell from scaffolding.	Bruise/arms	Checked by the doctor	Yes	Put signage
4 Apr 2018	Builder experienced electrical shock while fixing the wirings/cables.	Minor burn/fingers	First aid – applied ointment and put the dressing	Yes	Wear proper construction suit