

University of Wales Trinity Saint David

Managing Projects in the Organisation.

(BMSW5104)

[Student Name: MD ARIFUL ISLAM]

[Student ID: 211961]

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1. Introduction

In an ever-evolving enterprise landscape, businesses are continually in search of modern approaches to decorate operational efficiency whilst fostering worker well-being. Recognizing the pivotal function that on-site services play in shaping the each day lives of its workforce, the manufacturing business enterprise has embarked on a strategic initiative to revamp its lunchtime dynamics. This venture record delves into the rationale, objectives, and comprehensive sketch for the implementation of the "Onsite Catering to Reduce Congestion and Promote Healthy Lifestyle" initiative. Through a mixture of strategic insights and logistical planning, the record ambition to underscore the myriad advantages of the proposed canteen whilst addressing the challenges currently confronted by using the workforce throughout their lunch breaks. As we navigate thru the document, the holistic vision of a rejuvenated administrative center ecosystem that no longer solely optimizes time but also champions health and community integration will be unraveled.

2. Project Outline



2.1. Background

The modern place of job is greater than simply an area for personnel to execute tasks. It's a residing ecosystem that demands a conducive surroundings for each the productiveness and well-being of its inhabitants. One of the key components of this ecosystem is the provision of nourishment - each in terms of sustenance and as a destruction from the work routine. The absence of an on-site catering answer has emerged as an urgent difficulty within our manufacturing company.

Every day, a vast component of the personnel is seen scrambling to nearby eateries, scuffling with congestion and time constraints(Brotherton, Fried & Norman, 2008). This not only eats into their leisure duration however regularly leads to rushed, unhealthy meals choices. In essence, the modern state of affairs fails to grant personnel with a clearly rejuvenating break, as a result affecting their post-lunch productiveness and typical job satisfaction.

2.2. Objectives

Given the aforementioned challenges, the project's targets are crystal clear and gravitate around three core pillars:

Time Efficiency: At its heart, this task aims to curtail the useless loss of time employees presently face. By bringing an on-site canteen, we goal to extensively cut down on the transit time to and from eateries(Guide, 2001). This would suggest personnel have a longer, unhurried break, allowing them to return to their desks refreshed and reenergized.

Promotion of Healthy Eating Habits: A managed surroundings like an on-site canteen gives us the unique opportunity to curate a menu that is now not solely diverse and tasty but also nutritionally balanced. With the convenience of a close by consuming space and a menu that promotes wellness, personnel are more in all likelihood to make more healthy food choices.

Alleviation of Local Congestion: By lowering the wide variety of personnel leaving the premises for lunch, we expect a sizable discount in the site visitors and congestion in the surrounding areas(Devi & Reddy, 2012). This will not solely advantage the personnel however also make contributions to a smoother flow of site visitors in the neighborhood, fostering a harmonious relationship with the neighborhood community.

3. Stakeholder Analysis

In the method of executing the “Implementation of Onsite Catering” project, perception and enticing with stakeholders is paramount. Stakeholders, in the context of this project, are the folks or entities that have a vested hobby in the outcome, either directly or indirectly(Varvasovszky, 2000). Their influence, interests, and involvement can notably impact the project's trajectory and success. This part delves deeper into the identification, categorization, and assessment of these stakeholders.

3.1. Identification of Stakeholders

Stakeholders can be commonly labeled into principal and secondary based on their diploma of involvement and effect on the project.

Primary Stakeholders:

Employees: As the principal beneficiaries, they stand to acquire immediately from the comfort and fitness benefits that the onsite catering offers.(Aaltonen, 2011) Their preferences, feedback, and adoption charge will play an essential role in the project's success.

Company Management: They are accountable for endorsing and funding the project. Their backing is indispensable for project continuity, and their directives will appreciably impact its direction.

Catering Staff: These are the personnel who will be directly worried in walking the canteen. Their expertise, dedication, and effectivity are indispensable to the pleasant of service.

Suppliers: They provide the crucial ingredients and machinery. Their reliability, excellent of products, and timeliness can directly affect the canteen's operations.

Secondary Stakeholders:

Local Community: While no longer directly involved in the everyday operations, the community can advantage from decreased congestion and would possibly offer help or categorical concerns primarily based on how the venture impacts their everyday life. (Aaltonen, 2011).

Nearby Businesses: These businesses, specifically different eateries, may ride a trade in purchaser volume. While some may additionally see a dip due to decreased employee visits, others may gain from doable partnerships or collaborative ventures.

3.2. Categorization

The categorization of stakeholders into principal and secondary agencies aids in understanding the stage of engagement required with each entity. Primary stakeholders are intrinsically linked to the projects each day operations and success, making their non-stop engagement, feedback, and satisfaction crucial. Secondary stakeholders, while now not at once involved, can nevertheless influence public perception and the broader operational ecosystem(Jepsen and Eskerod, 2009). Addressing their concerns and making sure their grasp of the project's benefits is essential.

3.3. Stakeholder Interest and Power Assessment

Every stakeholder has a special stage of interest and strength in the project. For instance:

- Employees, whilst having an excessive pastime due to the direct benefits, might have average power. Their feedback and adoption rate are integral metrics for the project's success.
- Company Management has both high interest and excessive power. Their choices can structure the project's course, and their help is imperative for resources and funding.
- Catering Staff, with high interest but various power, can have an impact on carrier quality. Their education and morale can directly influence purchaser satisfaction.
- Suppliers, with moderate activity and power, can affect operational effectivity based totally on their reliability.

Understanding the dynamics of stakeholder interests and strength helps in tailoring engagement strategies, ensuring that each stakeholder's concerns are addressed, and their achievable to help the venture is harnessed(Varvasovszky, 2000).

4. Work Breakdown Structure (WBS) for the AJKAL Canteen Project

Work Breakdown Structure

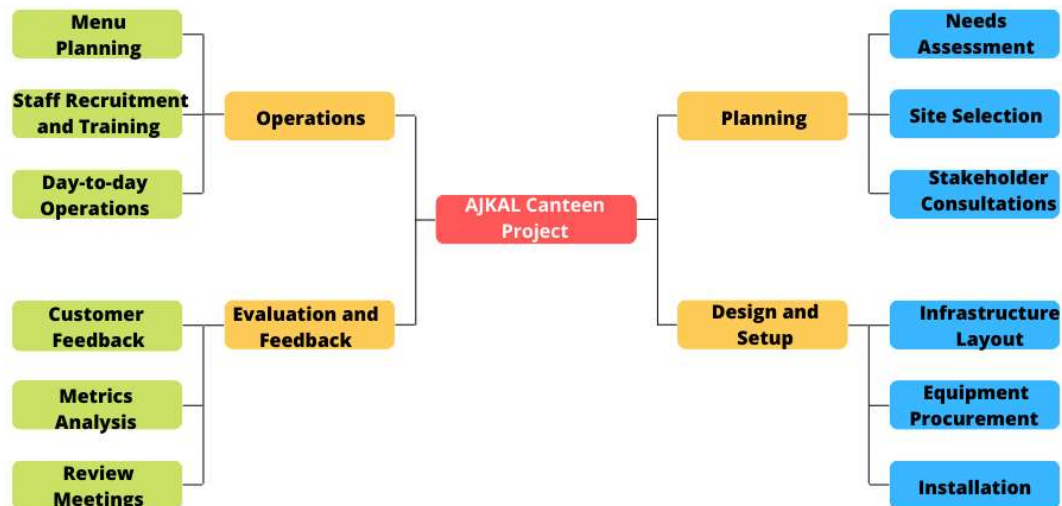


Figure 1: Work Breakdown Structure (WBS) for the AJKAL Canteen Project

The Work Breakdown Structure (WBS) serves as a foundational pillar for any venture management plan. By fragmenting the larger targets of a task into smaller, extra manageable tasks, it ensures a clear, step-by-step execution plan. Here's an exact breakdown of the WBS for the AJKAL Canteen Project:

Phase 1: Planning

This phase is pivotal for the project's success as it lays the groundwork for subsequent phases (Page, 1989).

1.1. Needs Assessment

Before enforcing any project, there is an inherent want to understand what the undertaking hopes to achieve. This involves a complete review of the organization's modern situation, the wishes of the employees, and the gaps in the current system(Horine, 2009). Various methods, along with surveys amongst employees, should be used to deduce the particular desires and preferences.

1.2. Site Selection inside the Company Premises

Choosing the proper vicinity for the canteen is crucial. The website have to be without problems on hand to all personnel whilst making sure there is no disruption to different business enterprise operations(Tereso et al., 2019). Factors to consider include size, proximity to workspaces, and accessibility to utilities.

1.3. Stakeholder Consultations

At this stage, fundamental and secondary stakeholders are consulted to accumulate their comments and make certain their worries and expectations are addressed. Meetings, center of attention crew discussions, or one-on-one interviews may be the tools used here(Siami-Irdemoosa, Dindarloo&Sharifzadeh, 2015). Incorporating stakeholders' input no longer solely mitigates achievable future challenges but also fosters an experience of possession and acceptance among them.

Phase 2: Design and Setup

Following the planning phase, the canteen's authentic format and setup commence, making the project's imaginative and prescient tangible.

2.1. Infrastructure Layout

An environment friendly format ensures smooth canteen operations and maximizes house utility. It's now not simply about aesthetics; the plan need to make certain an easy flow from meals preparation to serving(Nieto-Morote and Ruz-Vila, 2011). Adequate seating, lighting, and a congenial surroundings are also priorities.

2.2. Equipment Procurement and Installation

After figuring out on the layout, the next step involves paying for the crucial equipment. This could range from kitchen appliances, tables, chairs, to digital structures like POS machines. Once acquired, professional installation ensures protection and maximizes gear lifespan.

Phase 3: Operations

This is the place the canteen will become operational, reworking from a concept into a purposeful entity.

3.1. Menu Planning

A diverse and wholesome menu appeals to an extensive spectrum of employees. It's vital to offer a mix of options, catering to various dietary preferences and restrictions.

3.2. Staff Recruitment and Training

Hiring expert workforce is essential. Once on boarded, a rigorous coaching application ensures they align with the canteen's mission of promoting a healthy lifestyle(Levitt, 2011).

3.3. Day-to-day Operations

Finally, every day operations cover the whole thing from procurement of raw substances to serving the dishes, maintaining hygiene standards, and managing finances. Regular remarks mechanisms can be integrated to always improve and adapt(Nieto-Morote and Ruz-Vila, 2011).

Phase 4: Evaluation and Feedback

This section is designed to determine the success of the canteen's operations and collect comments for non-stop improvement.

4.1. Customer Feedback Collection

Surveys, recommendation boxes, or face-to-face interviews can be used to gather feedback from employees about the canteen's services, menu options, and basic experience.

4.2. Performance Metrics Analysis

Key overall performance symptoms (KPIs), such as income volume, purchaser footfall, or common waiting time, can be analyzed to evaluate the canteen's operational effectivity and popularity.

4.3. Periodic Review Meetings

Regular conferences involving stakeholders, especially the management and canteen staff, can be organized to talk about feedback, performance metrics, and brainstorm options for any identified issues.

5. Draft of Costs

Category	Description	Amount (in £)
Infrastructure Costs	Setup physical space, utilities, health & safety compliance	£50,000
Equipment Procurement	Kitchen equipment, furniture, cash registers, etc.	£20,000
Staff Salaries	Salaries for chefs, service staff, and administrators	£8,000 per month
Supply Costs	Sourcing fresh ingredients and other necessary items	£4,000 per month
Personal Time	Estimated time commitment for project oversight	15 hours per week at £0 perceived cost

Table 1: Draft of Costs for AJKAL Canteen

To ensure the successful implementation of the AJKAL canteen, it is indispensable to have a complete understanding of the anticipated prices and resource utilization. Let's delve into a specific price analysis, categorized by way of awesome assignment elements:

5.1. Infrastructure Costs

The foundation of our canteen challenge revolves around creating a robust infrastructure that aligns with the desires of our body of workers while providing a conducive surroundings for the catering service. This includes setting up the bodily space, utilities, and ensuring that the location

meets fitness and security regulations(Brotherton, Fried & Norman, 2008). The price range allotted for these infrastructure tendencies is £50,000. This funding ensures that we have a trendy canteen, fostering effectivity and a nice eating ride for the staff.

5.2. Equipment Procurement

Acquiring the proper tools and gear is paramount to the operational effectivity of the canteen. We've budgeted £20,000 for this phase. This allocation covers kitchen equipment, furniture, cash registers, and different crucial items. Collaborating with authentic suppliers will make certain we attain first-rate equipment, which, in turn, will have a longer lifespan, decreasing long-term expenses.

5.3. Staff Salaries

Human sources are the backbone of the canteen's operations. We goal to employ competent chefs, service staff, and administrators who align with our purpose of advertising a healthy lifestyle(Golini, Kalchschmidt and Landoni, 2015). The cumulative monthly earnings allocation stands at £8,000. This value now not solely represents a truthful compensation bundle for the group of workers however is also a reflection of the fee we region on their know-how and dedication.

5.4. Supply Costs

Consistent and high-quality supplies are essential for the canteen's daily operations. With a finances of £4,000 per month, we ensure that we source fresh components and other critical items regularly. By keeping strong relationships with our suppliers, we anticipate securing aggressive prices, making sure that the cost-quality stability remains uncompromised(Hande and Phillippi, 2018).

5.5. Personal Time

Beyond the financial investments, the success of this project is additionally a feature of time dedication. Taking into account the personal time invested in overseeing, strategizing, and refining the project, we estimate a commitment of 15 hours per week. While there may be no direct economic implication (given the £0 perceived cost), the intrinsic value of this time funding is immense. This dedication represents our unwavering commitment to making sure the

assignment not only kicks off correctly however additionally thrives in the lengthy run (Aaltonen, 2011).

6. Project Schedule / Gantt Chart:

The project timeline will span six months in this chart:

Months 1-2: Planning

Months 3-4: Design and Setup

Month 5 onwards: Operations

Month 5 onwards: Evaluation and Monitoring

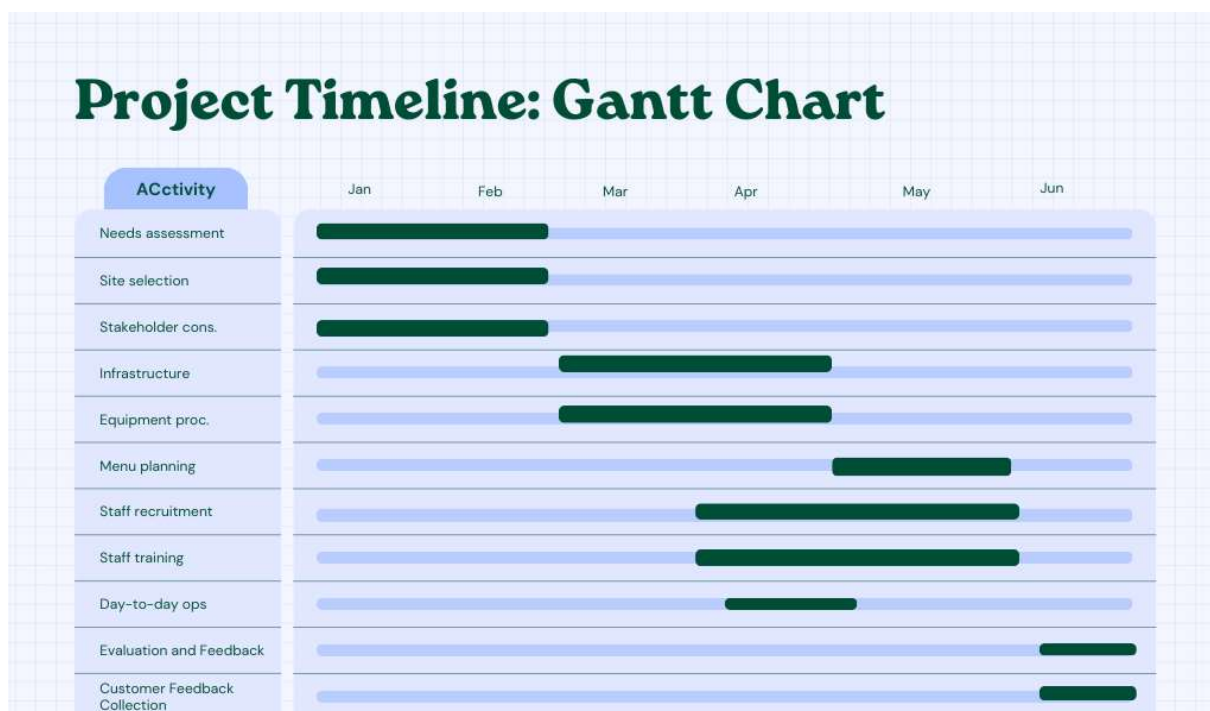


Figure 2: Gantt Chart (Project Timeline for AJKAL)

7. Risk Assessment

In the realm of project management, assessing workable risks is pivotal. A complete perception of what ought to go awry no longer only prepares the crew for contingencies however

additionally ensures the project's longevity (Chia, 2006). For the AJKAL canteen initiative, various dangers stand out, each necessitating its awesome mitigation strategy.

7.1. Identified Risks

1. Machine Failure: Any catering service is significantly based on its equipment. Be it cooking appliances, refrigeration, or digital billing systems; machinery is the spine of operations. The end result of a machine failure could be catastrophic, resulting in a shutdown, compromised service quality, or financial setbacks (Dikmen et al., 2008).

2. Allergy Issues Among Customers: The health and protection of clients are paramount. Given the various meals preferences and the prevalence of food allergies, there may be constantly a threat of serving meals that may reason allergic reactions. This should lead no longer solely to health dangers however also to workable felony liabilities.

3. Product Failure due to High Prices and Low Quality: For any in-house canteen service, striking a stability between nice and pricing is a challenge. There's a forthcoming danger of product failure if customers discover the food as overpriced or of inferior quality (Dikmen et al., 2008).

4. Lack of Customers: The important goal of the canteen is to serve employees, reducing the congestion induced via exterior lunch breaks. If the canteen fails to attract ample customers, it would fail in its core objective (Fabi and Pettersen, 1992).

7.2. Risk Mitigation Strategies

1. Machine Failure: To circumvent potential operational hindrances, forging ties with dependable tools suppliers is crucial. These suppliers need to not only supply brilliant equipment but also provide prompt upkeep services. In case of unexpected computing device breakdowns, a backup design be in place (Henrie and Sousa-Poza, 2005). This might involve having standby equipment or ensuring the supplier can supply a temporary substitute swiftly. Regular protection assessments can similarly decrease the probabilities of sudden machine failures.

2. Allergy Issues: To address this risk, meticulousness in meals education and storage is non-negotiable. The canteen ought to introduce color-coded storage devices and devoted cooking

appliances for special food kinds for instance, having separate equipment for vegetarian, vegan, and non-vegetarian meals(Levitt, 2011). Moreover, clear labeling of meals items, highlighting workable allergens, can empower clients to make informed choices.

3. Product Failure: Continuous feedback loops are key. By enticing with clients and obtaining their views on food first-class and pricing, the canteen can ensure that its choices are in line with expectations(Tereso et al., 2019). Regularly revisiting the menu, scouting for suppliers who provide higher rates, and conducting style checks can aid in keeping a high general of food quality.

4. Lack of Customers: The canteen ought to no longer purely be a location to devour but an experience(Chia, 2006). By appreciation the preferences of its customers through surveys, the canteen can adapt its offerings. Introducing leisure activities like ping pong or billiards, themed lunch days, or occasional stay track periods can decorate the ambiance, drawing more clients in.

8. Conclusion

The imaginative and prescient of our agency has usually been deeply rooted in the standards of commercial enterprise social responsibility. Our dedication to the well-being, happiness, and overall fitness of our personnel is a simple testimony to this. The proposed AJKAL canteen initiative flawlessly embodies these values. By fostering an environment the place personnel have handy get entry to healthy, handy meal options on-site, we goal to mitigate the everyday challenges of external congestion and the oblique stress it imposes on our team. This project, though ambitious, is born out of meticulous planning and a deep perception of our organizational culture. The manner of stakeholder identification, engagement, and continuous involvement will play a pivotal role in steering this project to success. Equally, our sturdy chance administration strategies are designed to address attainable pitfalls proactively, making sure the canteen's seamless operation.

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Project Management in Organisations

Group presentation
AJKAL Canteen – Ground Floor, UWTSD,
Start date: October 2023
Finish Date: December 2023

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Presentation Outline

Arifu Islam (2111961)	Introduction, Project outline/Description / scoop
Joshua Magezi (2110652)	Stakeholder analysis & Work Break Down (WBS)
Khalilur Rahman (2112662)	Key findings & Challenges and Limitations
Ashfak Miah (2114741)	Project deliverable & Project success criteria
Laszlo Molnar (2113314)	Risk assessment & Conclusion

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Khalilur Rahman (2112662)	Key findings & Challenges and Limitations
Ashfak Miah (2114741)	Project deliverable & Project success criteria
Laszlo Molnar (2113314)	Risk assessment & Conclusion

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Introduction

- We are pleased to submit the "Implementation of Onsite Catering to Reduce Congestion and Promote Healthy Lifestyle" Herbert, B. *et al.* (2012) project management proposal to the highly respected senior management committee of the manufacturing company.
- The company's capacity to care for its workers' health and happiness on the job is diminished when there is no on-site, convenient food service alternative.
- Congestion in the neighbourhood may be reduced, along with negative impacts on traffic and interpersonal relationships, if the company opts to provide catering services in-house.



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Project Description and Scoop

 Reducing staff travel during lunch breaks and encouraging healthy habits among workers are two major organizational business objectives that the "Implementation of AJKAL Canteen to Reduce Congestion and Promote Healthy Lifestyle" Nyberg, G. (2019) initiative seeks to achieve.

 By putting in place onsite catering services, the company may drastically cut down on the amount of time staff spends leaving the building for lunch, reducing traffic congestion in nearby areas.

 The project is in accordance with the organization's dedication to business social responsibility, along with the obvious advantages for the workers and the company at large.

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STAKE HOLDERS

Stake holders for AJKAL Canteen

When it comes to project management, the stakeholders take a central role and therefore require the maximum attention (Karlson, 2002).

Stakeholders are any individuals or organizations whose interests may be affected either positively or negatively as a result of the execution or successful completion of the project (Guide, 2001).

For a successful execution of a project management plan for LAKAJ Canteen at UWTSO, we need to make sure that the stakeholders of the LAKAJ Canteen project are satisfied as suggested by Mallak et al (1991).

This means identifying who the LAKAJ Canteen project stakeholders are, categorising them, their interests, assess their individual power, choose the channels for them to exercise their power, plan to address their expectations as well as a stake holder satisfaction strategy as suggested by Mallak et al (1991).

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STAKE HOLDERS

Identification and categorization of the key stakeholders in the AJKAL Canteen project management plan and their roles

No.	STAKE HOLDER	ROLE
Primary stake holders		
•	UWTSD Administration	• Decision-making, funding, and location approval.
•	Students	• Main beneficiaries who determine the service and canteen design.
•	Faculty and Staff	• Main beneficiaries who determine the service and canteen design.
•	Service Providers	• Supply food and provide services to AJKAL Canteen.
Secondary Stake holders		
•	Local Government	• Issuing permits & other regulatory compliances
•	Health & Safety Authorities	• Ensure AJKAL compliance with UK health and safety standards, for example Food health and safety.
•	Facilities Management	• Infrastructure provision and maintenance to enable AJKAL canteen's operations.
•	Marketing & Communication Team	• Managing and marketing AJKAL canteen and facilitating communication with other stakeholders such as the UWTSD.
•	Sustainability Committees	• Promotion of eco-friendly practices in AJKAL canteen's operations.
•	Finance Department	• Forecast analysis, budgeting and providing financial oversight.

Engaging and collaborating with both the primary and secondary stakeholders enables a successful completion of the AJKAL Canteen project at UWTSD. This means that AJKAL Canteen is able to meet expectations and needs of UWTSD community.

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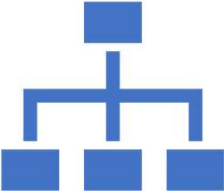
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WORK BREAKDOWN STRUCTURE (WBS)



- A hierarchical decomposition of the scope into manageable and small parts to enable the successful completing of a project is referred to as a Work Breakdown Structure (Devi and Reddy, 2012). Organising the project's deliverables, activities, and tasks in to a logical structure is a very fundamental for project planning (Brotherton et al., 2008).
- For the case of AJKAL Canteen, a project is divided into phases, deliverables as well as tasks as suggested by Siami-Irdemoosa, et al (2015)

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LAKAJ Canteen Work Breakdown Structure

Because of its ability to provide clarity on the project scope, a work breaks down structure when applied to AJKAL Canteen project will enable proper planning, effective scheduling, and efficient resource allocation as suggested by Horine (2009).

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Key findings

Employees are excited about the internal canteen and desire healthy food options in a convenient and pleasant environment.

The management are willing to invest for this canteen - as per minutes from the management meeting

An internal canteen can enhance employee productivity and engagement.

The establishment of an internal canteen can lead to cost savings for the organization.

Staff are willing to engage with the Staff to provide best service

Staff are happy to participate in surveys to establish the best food and drink to serve

The staff are willing to participate in promotional activities

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Challenges

- Limited space for the canteen setup, requiring efficient space utilization.
- Potential delays in obtaining permits and regulatory approvals for the construction of the canteen.
- Finding and hiring qualified staff for the canteen, especially skilled chefs and cooks.
- Coordinating with multiple vendors and suppliers for timely deliveries.

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Limitations

- Several limitations and difficulties are inherent in the "Implementation of AJKAL Canteen to Reduce Congestion and Promote Healthy Lifestyle" initiative and must be taken into consideration and dealt with.
- Time restraints, monetary limits, accessibility of resources, handling stakeholders, technological and operational challenges, managing change, and adherence to regulations are all examples of such factors (Khalil & Glal, 2018).
- By being realistic about the limitations and difficulties of the project, the team may better prepare to deal with them.

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Project Deliverables

Canteen facilities	Diverse and Healthy Menu options	Training programs for canteen staff	Communication and promotion
Food preparation area	Menu planning	Training planning	Internal communication plan
Serving station	Nutritional Information	Training materials	Promotional activities
Seating arrangements	Special dietary consideration	Training staff	Feedback collection mechanism

The goal of the "Implementation of AJKAL Canteen to Reduce Congestion and Promote Healthy Lifestyle" initiative intends to build fully operational onsite catering facilities, such as a dining space, a kitchen area, serving locations, and seating configurations, to help reduce overcrowding and encourage healthy lifestyles. Menu design, data on nutrition, and accommodating workers with dietary restrictions are all part of the project's larger goal of providing employees with healthy and varied dining alternatives (Noskova, 2020). The catering team is also provided with training programs that focus on proper food handling, sanitation, customer service, and safety. A well-developed internal communication strategy, promotional efforts, and a system for gathering feedback are all necessary components of an efficient onsite food service rollout and implementation. These outcomes help alleviate lunchtime congestion, encourage a healthier way of life, and boost morale and productivity in the workplace.

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Project Success Criteria

-  The success criteria for the project have been developed such that they are aligned with the goals of the company and the advantages that are expected to result from the project.
-  To guarantee that these requirements for success are being satisfied, we will be monitoring and evaluating the situation on a regular basis.
-  These criteria consist of the prompt completion of the facility setup, the effective acceptance of worksite catering by workers, favourable comments on the nutritional value and assortment of meals, and a decrease in staff absence owing to improvements in eating habits.

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Assumptions

Worker buy-in, a £500,000 budget, involvement of stakeholders, efficient operations, security and health legal compliance environmental considerations, and employee input and engagement are all presupposed for the "Implementation of Onsite Catering to Reduce Congestion and Promote Healthy Lifestyle" project.

Given the project's focus on employee satisfaction, it is expected that 80% of workers would choose in-house catering over ordering out.

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Risk Management

What could go wrong?

- Machine failure,
- Allergy issues,
- Product failure(High price low quality)
- Lack of customers



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Risk Management

Prevention strategies

- Machine failure
(Need a supplier who maintain and immediately provide a temporary machine until when fixed the faulty one)
- allergy issues
(Have to provide for the customer's separate fridge and even a microwave.
/Vegan-normal/)
- lack of customer and product failure
(need to survey the workers every 3 months about what product they want to see in the canteen and what kind of friendly activities they wish to play. / for example ping pong, billiard etc..../)

This will minimize the risk to have no customers in the canteen)

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Conclusion

The goal of the "AIKAL Canteen" to Reduce Congestion and Promote Healthy Lifestyle" initiative is to encourage healthier lifestyles among workers and decrease the need for them to leave the office during lunch.

Benefits, stakeholder participation, structure of work breakdown, outcomes of the project, risk evaluation, and progress monitoring are just a few of the aspects of project management that are considered part of the planning process.

For a project to be successfully implemented, upper-level management must provide their stamp of approval to the project management strategy, provide sufficient funding, encourage stakeholder participation, and keep tabs on development.

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