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NSSA-370
HW#2 – Choose 2 of 3 (as indicated on syllabus)

1) What is a project process?

Unlike a procedure, which describes in detail how to perform a project activity from start to finish, a project process is an ordered list of steps that defines, at the highest level, only the subtasks needed to perform the activity in its entirety. The process takes into account such resources as technical specifications and business rules of a project's organization (inputs) in order to produce tangible, measurable results (outputs) that help build upon stakeholders' minimum expectations. The project organization has to understand both its end goal of converting its resources and its current strengths in order to gradually augment the project process. Having a fully developed process satisfies all six factors that contribute to the project's success.

5) What are the benefits of process improvements in projects?

Process improvements help leverage the impact of the project's success (better quality), creating happier customers. Also, since process improvements are applicable to many fields, stakeholders from diverse backgrounds and/or skillsets are able to engage in a common project organization. In this actively inclusive work environment, they're able to put in their best efforts in working together to satisfy customers' needs, and resolve customers' issues on time — thus, minimizing technical debt for the project and increasing the likelihood of project success. Importantly, the overall satisfaction among all stakeholders involved makes them want to continue their journey towards the project's closure because they've been consistently on task throughout the course of the project.

Grade: 92 / 100

Professor's Feedback:

1. Good. I wouldn't say Stakeholders are a big part because most the process activities are internal. You mention six factors in the last sentence – what are they?

5. Why does process improvement create happier customers? The answer is the company shows a commitment to quality, which in turn, produces a more reliable and trustworthy product. Quality improvements also (in theory) should improve efficiencies.