Appendix L

Client Brief

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Client Brief
ISO 9001 Services
GUC 2019.T1 – 9133ENG Proj Mgmt

1. Requirement

Develop processes, methods and tools to design and de-risk, the mapping of business processes for ISO accreditation and business improvement. The solution needs to be generic and adaptable. A real restaurant/café (M28 as example) can be used as a working model but staff are not to be questioned in any way.

2. Specification

Worldwide Terra Friendly (WTF) Enterprises Pty Ltd has been asked to map the business processes of M28 for ISO9001 accreditation. Your team has been contracted to WTF to provide additional (gigging) services. Although your team will be extending capabilities, you will be working independently and externally to M28.

This initial project is a scoping and risk-reduction feasibility study. Although WTF has done some research into ISO consulting services, we recognise that we do not have the necessary expertise required. WTF are specifically looking for the ability to provide ISO accreditation services for our own clients, and that it can be added as an extension to other existing services. The ISO mapping of the business processes will be used as a basis for research, analysis and proposals for possible process improvements.

3. Tools

The choice of processes, methods and tools is entirely up to the project team.

4. Design Criteria:

The design specifications and performance criteria respectively:

1. effective and efficient
2. elegant
3. value for money
4. installable by contractor
5. use off-the-shelf components where possible.

Design Project
Project Assessment
GUC 2019.T1 – 9133ENG Proj Mgmt

1. Assessment

The basis of assessment for this team project is comprised of:

1. Team project reporting   **(50%)**
   Project Concept Plannning (group): due Wk04 (10%)
   Project Management Plannning (group): due Wk08 (15%)
   Project File (group): due Wk12 (25%)

Project team solution performance comprises (10/50%):

1. Solution concept milestone (individual): due Wk06   **(3/15%)**
2. Design defence milestone (group): due Wk11   **(2/25%)**
3. Design File (group): due Wk12   **(5/25%)**

4. Project progress presentations (individual): due Wk05/08/10/12   **(9%)**

Peer assessment is also required, and forms an important part of the assessment for this project. As part of your report you will present a peer assessment of each group member's contribution to the project. This section is to include each team member name, the area of expertise for the project, and a percentage contribution to the overall project. These values must be discussed as a group and agreed upon by all team members. Negotiation skills MAY be required, but remember that as trainee engineers, each person is required to have a professional attitude. This means NO personal attacks, simply constructive assessment.

2. Team Reporting:

Each group is to hand in one (1) document on project delivery (Wk12) after testing.

Project File should (as a minimum):

1. Be at stored as a ring binder held by the team co-ordinator
2. Use a technical writing style (just enough to document team information, thoughts & actions): bullet form if suitable; **READABLE** hand written preferred where applicable.
3. Include project planning and management: WBS tasks & scheduling, resources (required, assigned and used), risk mgmt, communications, etc
4. Include the **DESIGN FILE**
   a. Include the design process (your application of the Engineering Method)
   b. Include any design calculations
   c. Include any working design drawings (Hand drawn design drawings are acceptable, but must be neat)
   d. Include the design specifications
   e. Include testing results
   f. Acceptance testing results
5. Include project progress reporting
6. Be available for inspection/review at any time
7. Be no more than 20,000 words. A minimum is required to cover the content: how much is up to the team. The team needs to "right-size" the reporting to correctly document the "right-sizing" of the management of the project.
8. Include peer assessments as an attachment.

3. Team Assessment Schedule

Name	Covers	Due
Project File Folder	Project File & folder initiated	Wk4
Concept Plan	Project Concept planning complete	Wk4
Management Plan	Project management planning complete	Wk8
Design defence	Group verbal defence of the solution chosen	Wk11
Project File	Management file for the project including: Design File; Project management, design process, issues (good/bad), conclusions, recommendations, etc	Wk12

Individual Project Assessment

4. Individual Assessment Schedule

Name	Covers	Due
Workbook		Wk04/08
Conceptual Design	Tools of your choice, etc	Wk06
Progress reporting	Project progress Wks01-04 inc (20% prog)	Wk05
Progress reporting	Project progress Wks05-07 inc (50% prog)	Wk08
Progress reporting	Project progress Wks08-10 inc (80% prog)	Wk10
Progress reporting	Project progress Wks11-12 inc (100% prog)	Wk12

5. Conceptual Design:

Each individual is to submit their own project conceptual design drawings in Week06. Every project team should generate/investigate at least three conceptual designs as part of the design process: convenient having 3-4 members per team. One of those concept designs is then selected to be explored further through a preliminary design step and the selection validated. If the design is still applicable, further work will produce detailed design specifications for fabrication.

Each individual team member is to submit their own conceptual solution. It must be a unique design and an individual effort. Copies should also be included in the Design File within the Project File.

6. Individual Progress Presentation Requirements

Each team member can be assessed individually **having written and presented their own work**. Individual team progress reporting is due Wk05, Wk08, Wk10 **or** Wk12. Delivery to be co-ordinated within the team. Each member will generate:

1.   Progress "Executive Summary". (3%) **>1 page**. With attachments as necessary.

2.   Powerpoint presentation. (1%)   **>10 slides**

3.   A project 'Management Tool' exposition.   (3%)

4.   Verbal presentation.   (2%)   **5-10min**

Note: Team competitive "Commercial-In-Confidence" information need not be included.