What was the purpose of this project?

To increase collaboration between employees and TUI’s European markets, improve the customer experience and rationalise the supplier base while delivering cost savings to TUI.

What role did the project team have in the success of this project?

Senior project managers – responsible for key work streams that aligned with the programme, test managers and roll-out managers.

Stakeholders – they set up working groups and increased the vital flow of communications between all stakeholders in different locations.

Who can you identify as stakeholders in this project?

Travel operator TUI.

What risks can you identify?

Criteria for the project cannot be agreed upon by everyone involved.

If there was bad feedback from customers or the new systems were not as effective as they predicted causing them to lose money overall.

What did the project team do to resolve issues?

They talked to the stake holders and asked about their opinions and wants for the project.

Communicated with each other and came to a compromise of the final scope of the project which allowed them to collaborate and work together to finish it without issues.

What are the benefits resulting from this project?

Increased customer satisfaction.