

## TOPIC: PROJECT PLANNING

### BACKGROUND

A project is a temporary endeavor undertaken to create a unique product, service, or result intended to better business operations and managing it by applying the knowledge, skills, tools and techniques to project activities in meeting the project requirements.

### Activity # 1.1: Information Gathering

Name of Company/Industry/Institution: Kostal Dive Travel and Tours.

#### Business Operations:

Kostal Dive Travel and Tours is a boat renting and island-hopping business where water sports enthusiasts and partygoers may rent the equipment and services offered by the business so they may enjoy and wind-off on their oceanic travels. The services and paraphernalia offered by the business mainly extend to Scuba Diving and Island-Hopping.

#### Transactions Involved:

1. Booking of guests and encoding of corresponding information.
2. Creation of proper documents.
3. Approval of documents to the Philippine Coast Guard
4. Providing services to the booked guests.
5. Payment transactions.

#### How they manage their business operations/projects?

The business and its processes are mainly directed by the business owner Mr. Gonzales, who is responsible of delegating tasks to the proper personnel to run the business in its day-to-day operations. Other than that, the personnel involved in running the business would be the coordinators who manage and procure the proper documents to be approved by the Philippine Coast Guard to allow the boat and its guests to sail in protected oceanic areas, along with the boat crew who manage and operate the vessel whenever it is in service.

How they execute their project plan?

**Business Process:**

A regular island-hopping trip will have the following processes.

1. The customer contacts the business owner or coordinator to book a trip.
2. The customer provides a list of the details and information of the following guests.
3. The coordinator will then create the proper documents (Vessel Entry Permit and Island-Hopping Voucher) with the corresponding guest details.
4. The coordinator will then have the documents approved by the Coast Guard and acquire the official receipt/permit.
5. The boat will then sail and provide the paid services to the guests.
6. The guests will transact payments to the business owner for the services they got.

Current Issues/concerns needs to be address:

1. Creation of the proper documents (Vessel Entry Permit and Island-Hopping Voucher) is slow and done manually (handwritten or encoded) on an official word document.
2. No system that easily keeps or recalls information of frequent customers.
3. Recordkeeping of previous boat trips is easily lost due to it being kept in such a way that it piles up into stacks of paper.

**Problem Statement:**

The nature of the how the documents required for permitting boat travel are created introduces inefficiencies and hinderances to the business processes. The creation of the Vessel Entry Permit and the Island-Hopping Voucher which must contain accurate guest information warrants a process of tedious manual cross referencing that increases the chances of critical errors, especially when done by hand. The process of manually writing or encoding guest details without any system that records old guest information results in the coordinators asking for guest information even from customers who frequently purchase the boat's service. Recordkeeping of the approved documentation is faulty as documents produced are haphazardly kept in stacks of paper which may result in loss of important information. All of these problems present a hinderance to the business day to day processes and may negatively affect its scalability in the long run.