



Customer Acceptance/Project Completion Form

January 17,2022

Project Name: Chatbot Covid Advisor

Project Manager: Jeya Jassvine A/P Jeyabala Sundram

We, the undersigned, acknowledge and accept delivery of the work completed for this project on behalf our organisation. Our signatures attest to our agreement that this project has been completed. No further work should be done on the project.

NAME	TITLE	SIGNATURE	DATE
JEYA JASSVINE A/P JEYABALA SUNDAM	PROJECT MANAGER		17/01/2022
ANISAH BINTI KAMSIN	QUALITY MANAGER		17/01/2022

1. Did this project satisfy you? __X__ Yes ____No

2. Please state the main reason for your satisfaction with this project.

This project met all its requirements. The team coordinated well, constantly kept us updated, and always referred to us to ensure that everything in the system is exactly how we want it to be.

3. Please tell us how we can improve our project delivery as an organization in the future.

My suggestion is to hire more people to work for our organization. More people means more ways to distribute work efficiently. Of course these candidates must meet certain criteria in order to work effectively. This will surely improve our project delivery capability in the future.



LESSONS-LEARNED REPORT 17 JANUARY 2022	
Project Name:	Chatbot Covid-19 Advisor
Project Sponsor:	World Health Organization (WHO)
Project Manager:	Jeya Jassvine A/P Jeyabala Sundram
Project Dates:	October 10th 2021 - January 21st 2022
Final Budget:	RM 90,000.00
<p>1. Did the project meet the scope, time, and cost goals?</p> <p>We successfully met the scope and cost goals. However, for time goal, we did manage to finish it on time, but there were unavoidable circumstances whilst carrying out the development of the project. We managed to tackle this issue and complete the project on time.</p> <p>2. What was the success criteria listed in the project's scope statement?</p> <p>Our project's success criteria:</p> <p>"The project will be considered a success if it able to meet all requirements stated by the client. It is to be ensured that all timesheets are completed by the deadlines and the project should achieve a 95% compliance on a project quality reviews."</p> <p>3. Reflect on whether the project's success criteria are met.</p> <p>The project met all requirement stated by the client. It was completed before the deadline and all timesheets were completed. This project did achieve a 95.6% compliance on project quality reviews.</p> <p>4. What are the main lessons learnt by the team from this project?</p> <p>The key lessons we have learned are that effective communication is required to achieve project success. For stakeholder correspondence, we had a different item in the WBS, which was quite important. Thanks to help from the technical team, the information was outstanding. It was also very fruitful to have various departments produce project overview posters to hang in their fields of work.</p>	

CLOSING CONTRACT

Contract Closure Notice

This form is to notify that the contract with Malaysia Health Organization (MHO) has been completed. JAAZ Sdn. Bhd. has developed a Chatbot Covid-19 Advisor for Malaysia Health Organization (MHO).

We have successfully delivered our final product to Malaysia Health Organization (MHO) and they are satisfied with all aspects of the project. They are more than convinced with the outcome.

Prepared by	Acknowledged by
	
Anisah Binti Kamsin	Jeya Jassvine A/P Jeyabala Sundram
Title: Quality Manager	Title: Project Manager
JAAZ Sdn. Bhd.	JAAZ Sdn. Bhd.
Date: 17/01/2022	Date: 17/01/2022