Scope Statement (Version 2)

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| **Project Title: The CC Project**  **Date: 4/26/2019** **Prepared by** Kyle Tran |
| **Project Justification:**  The “CC Project” or “Communication Change Project” has a purpose of changing the way departments in Parts Unlimited communicate to solve the miscommunication problem.  The miscommunication problem is the root of many other problems in Parts Unlimited from the long-term problem as the delay of Phoenix Project to the short-term problem as the errors in SAN systems, which causes the delay of payment for the workers of the company. The miscommunication problem in the company has become a problem with high level of occurs and high level of impact on the quality of Parts Unlimited. Miscommunication in Parts Unlimited spreads from the high level of managers to the team members level. The impact of miscommunication leads to the decreasing in the trust from the community, for example “the union” and in the support from the stakeholders, who complain a lot about the delay of Phoenix Project. Therefore, in order to save Parts Unlimited from being eliminated, a project to solve the miscommunication problem is the priority mission.  The CC Project will provide Parts Unlimited with 2 new systems of communications that will improve the quality of the meetings among departments and the tracking process of the managers. The 2 systems are flexible meeting system and new report system. For the flexible meeting system, there will be two new meeting method applied, which are online meeting and replacement meeting. Replacement meeting is training team members to go to meeting of managers and take note as well as transfer the idea of the manager to other departments as the last resort. Reporting system will be developed and tested by third party specialists through the CC Projects. The third-party specialist will also hold training section for manager and team members. |
| **Product Characteristics and Requirements:**  I recommend implementing the new meeting and reporting system that will address the communication among departments. This 1-month project will begin in April 28th and end in May 26th. This project requires a budget of $629,904 and a team of not including managers & team members who will participate in the training program or the CEO, to be successful. Here is the list of all characteristics and requirements for “CC project”:   1. The CC Project requires the participation of all managers from all departments in Parts Unlimited. 2. The budget for CC Project will be within $629,904 because if the budget is more than $629,904, other project will be lack of resource. 3. All the trainings and new method of meeting will be applied exactly like the schedule. The flexibility option is not available yet since the managers must learn and adapt new method of meeting. 4. The training and new method of meeting will be applied from the 2nd week of the project and last until the mid of the last week. Online meeting training will start from the beginning of the 2nd week to the end of the 2nd week. Replacement meeting will be taken place in the beginning of the 3rd week to the mid of the last week. 5. Replacement meeting will divide meeting groups into smaller groups with the participation of some team members as the replacement meeting members. The replacement meeting members will be the one who go to the meeting for the managers in urgent situation. This method of meeting will have rules and limit to make sure in every meeting, there will be only a small number of managers can use this method. 6. New report system will be developed and tested from the mid of the first week to the end of the last week. The training for new report system will be held from the beginning of the third week to the end of the last week. 7. The report system specialist will also hold training for meeting masters. Meeting masters are the one who will organize and take note for the report of every meeting using new report system. Meeting masters will have to make sure that the meeting report gets all the signature of the managers in 1-2 days after the meeting so every manager will be on the same page. 8. Meeting masters will be the one who take charge of reporting the final reports to CEO twice a month or in urgent situation. 9. Meeting masters will be the team members who used to take the position of taking note in every meeting of Parts Unlimited. 10. During 1 month of “CC Project”, all managers have to write down their feedback and comment after every new meeting training or what do they want to change to make the “CC Project” become easier to adapt. |
| **Summary of Project Deliverables**   1. Meeting reports from the meeting of Parts Unlimited CEO and managers – The reports during the first week will be published in the company to show the new changes in meeting and reporting method. This play an important part in re-structuring the goal of the company and keep all company on the same page to solve the miscommunication problem. The reports can be in any forms like paper documents, videos, short report, etc. The reports should be spread to team members by the managers to prepare for the “CC Project” 2. Scope of work for the project – Scope of work is the document that will describe the project as well as all the requirements and characteristic of the project. Scope of work also cover all deliverables and success criteria so all managers, team members and stakeholders will have an overview of how the project should run. The scope of work for “CC Project” will include all the requirements as budget requirements and milestones that should be achieved during the project. The scope of work for “CC Project” also explain all unique terms that will be used during the project and explain all the tasks of the team members who will involve. 3. Project timeline – Project timeline is the document that will show timeline and goals of every step that the project should achieve. Project timeline of “CC Project” will include 2 main parts as report developing process and new meetings method adaptation process. These two processes will be developed in the same time from April 28th to May 26th. The Project timeline of CC Project will have 4 milestones and the requirements to achieve them. 4. Project budget – Project budget is the document that show all the require payments for the project. The budget document will include all physical requirement, salary and reserves. In the project budget for “CC Project”, we will focus on the budget for training, hiring specialists and technical development. I recommend setting the reserves budget of “CC project” to 20% for three reasons. First, “CC project” is short but intense; therefore, there might be situation that the cost of training and developing new system will be higher than expect to meet the goal of time. Second, “CC project” require the development of new technology method with a third party; therefore, the risk of delay might happen uncontrollably. Final, this project focus on human, which will lead to many unknown risks that can be considered as unpredictable. 5. Risk register – Risk register is the document that show both the negative and positive risks of the project. The risk registers also show the level of frequent and the level of impact that all the risks might cause, which lead to a recommendation of what risks should the company focus on. In the risk register of “CC Project”, there will be the risks’ name, the causes of the risks, the level of frequent and impact and top 2 of the negative risks for the company to focus on. 6. Organization chart for the project – Organization char is a document that show the team structure during the project. This will include the position and the level of the position of the ones who will participate in the project. In the organization chart of “CC Project”, there will be three level of positions, which are above managers level, managers level and below managers level. 7. Stakeholder register – Stakeholder register is a document that show the people who will have influence on the project. In “Project CC”, stakeholder register will include the name and position as well as the power, interest, needs, wants and concerns of the stakeholders. 8. Communication plan for CC Project – Communication plan is a document that be used for dividing the resource of information into specific person. The project manager can use the communication plan to keep track on the distribution of the documents and other information related resource. This will help the project manager know how to contact the right person for the right information. In “CC Project”, the information distribution will go to mostly six types of stakeholders. They include the report system specialists, the meeting master, the managers of departments, the CEO, the team members who will participate in the replacement meeting training and me as the project manager of this project. |
| **Project Success Criteria:**  1, The CC Project will solve the priority problem of Parts Unlimited. The question of which project should be the priority might not be discussed in the future. This is not because of a strict priority, but because everyone is one the same page of which tasks should them focus on a specific period.  2, The report system and the new meeting system will decrease the rate of absence from meeting of department managers to 0-5%  3, Charts and reports system will bring the rate of updating information of project managers to 90 -95%.  4, The rate of having a problem caused from miscommunication will be reduced about 60-80%.  5, The project will be done within budget and within the timeline of 1 month. |