**Communications Management Plan**

**Prepared by Kyle Tran – Project manager Date: 4/27/2019**

**1. Introduction**

The overall objective of a Communications Management Plan is to promote the success of a project by meeting the information needs of project stakeholders. The CC Project Communications Management Plan (CMP) defines the project’s structure and methods of information collection, screening, formatting, and distribution and outline understanding among project teams regarding the actions and processes necessary to facilitate the critical links among people, ideas, and information that are necessary for project success.

The intended audience of the CC Project CMP is the project manager, departments managers of Parts Unlimited, third-party specialists, meeting master, and team member who is needed to carry out communication plans.

The project information includes the feedback, questions and suggestions from departments managers, meeting masters and the team members who take part in replacement meeting program. Report from specialist and from trainees should also be submitted to project manager. Project manager will submit a report to CEO 1 times per 2 weeks.

**2. Collection and filing structure for gathering and storing project information**

The structure for gathering and storing project information is through weekly reports from every team. Project manager will be the one who is responsible for all the reports from departments managers, specialists and meeting masters. Some of the urgent information like emergency report from meeting masters and project managers to CEO occurs only when the situation is necessary. In conclusion, all the project information will be gathered and stored through project manager and submitted by all other project stakeholders.

**3. Distribution structure (what information goes to whom, when, and how)**

The report of the development process from the specialist must be sent to the project manager through project manager software once per week.

The feedback, questions and suggestions from departments managers, meeting masters and the team members who take part in replacement meeting program should be sent through meeting masters and wrapped up in document forms in project manager software after every training sessions and practice meeting sessions.

A progress report from project managers to CEO – Steve Master, should be submitted through email 1 per 2 weeks.

**4. Format, content, and level of detail of key project information**

All the reports should be in PDF forms with the length of 1-2 pages. Stakeholders should leave any questions or suggestions that they think can help improve the CC project. These reports could be accompanied with extra files and URL links, as to the needs of the report.

**5. Technologies, access methods, and frequency of communications**

The technologies that are used for communication of CC Projects are email and project manager software. Using Parts Unlimited account, all members in the company can access to those platforms. The frequency of communications will be weekly report for all the stakeholders. However, project manager will only submit the project report to Parts Unlimited CEO once per two weeks.

**6. Method for updating the communications management plan**

Any update of the communications management plan will be sent though emails by the project managers. Any questions about the updated communications management plan will be also answered through email. The project manager will answer questions and confusions about the updated communications management plan in about 24 hours.

**7. Escalation procedures**

The communications issue resolution chain:

1. Team member (Trainees) => Department Manager => Project manager
2. Specialist => Project manager
3. Meeting masters => Project manager or Meeting masters => CEO in urgent situation.

**9. Stakeholder communications analysis**

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| --- | --- | --- | --- | --- |
| **Stakeholders** | **Document Name** | **Document Format** | **Contact Person** | **Due Date** |
| Project manager | Project report | PDF | Kyle Tran | May 10th |
| Project manager | Project report 2 | PDF | Kyle Tran | May 22th |
| Department manager | Online meeting report | PDF | Sarah Moulton  Bill Palmer | May 8th |
| Department manager | Replacement meeting report | PDF | Sarah Moulton  Bill Palmer | May 20th |
| Trainees | Replacement meeting report | PDF | David Fulton  Peter Brook | May 16th  May 20th |
| Specialists | Weekly developing report | PDF | Nik Chen | May 2nd  May 9th  May 16th  May 23rd |
| Meeting Master | Weekly reports of training & meeting | PDF | Laura Lin  Kevin Brown | May 2nd  May 9th  May 16th  May 23rd |
| **Comments:** Except for the project report that is written by project manager and is sent to the CEO. All other documents will be sent directly or forward through meeting master to project manager. As we can see, in CC project, project manager is the center of information and documents. | | | | |

**9. Glossary of terms**

**Communications issue resolution chain**: This is the chain of the process in solving a problem during the project. For example, the specialist will submit problem directly to the Project Manager while the team member will submit their problem to department managers before the problems are moved to the project manager.

**Updated communications management plan:** This is the term when a change in the current communications plan occurs. The change will be made by the project manager and be informed by the project manager.

**Document form**: This is the final combination of weekly reports. This combination is made based on a template and stored in project manager software.

**Intended audience**: This is the term of the stakeholders who will use the project information during the development of the projects.