**PROJECT MANAGEMENT PLAN**



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# **EXECUTIVE SUMMARY**

| The "Online Clothing Store" project aims to develop a robust web portal that serves as an interface for both clients and suppliers to facilitate the buying and selling of clothes and accessories. With a focus on user-friendly features and secure access, this platform will enable clients to register, login securely, view purchase history, and make transactions. Similarly, suppliers will have the capability to sell their goods to the store seamlessly.  **Project Overview:**   * **Project Name:** Online Clothing Store * **Objective:** To create a user-friendly web portal for buying and selling clothes and accessories. * **Duration:** 2-Month * **Project Manager:** **Samar Salah** * **Project Team:**   + **Sohaila Ashraf**   + **Eslam Elkersh**   + **Amir Ahmed**   + **Merna Hesham**   + **Mohamed Sameh**   **Key Features:**   1. **Client Registration:** Clients can register new accounts on the platform. 2. **Secure Login:** Clients can securely log in to their accounts. 3. **Purchase History:** Clients have access to their purchase history for reference. 4. **Transaction Capability:** Clients can buy/sell clothes and accessories through the platform. 5. **Admin Features:** Admin dashboard for managing users, products, and transactions. 6. **Supplier Features:** Supplier portal for uploading products and managing inventory.   **Constraints:**   * Web-based system. * Unique user IDs for security purposes. * Admin and supplier features are essential for platform functionality.   **User Categories:**   1. **Client:** Individuals who use the platform to buy clothes and accessories. 2. **Admin:** Administrators responsible for managing the platform, users, and products. 3. **Supplier:** Suppliers who upload products and manage their inventory on the platform. |
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# **PROJECT MANAGEMENT**

Describe the management approach for the project, or link to a governance plan. Detail roles and responsibilities of project team members. List any vendors or other organizations that will provide resources for the project. The governance section also includes assumptions and constraints.

| **Steps:**   1. **Project Planning:**    * **Roles:** Project Manager, Project Team    * **Input:** Project Charter, Stakeholder Requirements    * **Output:** Project Management Plan (PMP)    * **Steps:**      1. **Define the Project Scope and Objectives [**[**Details**](#_2et92p0)**]**:         1. **Roles**: Project Manager, Project Team         2. **Input**: Project Charter, Stakeholder Requirements         3. **Output**: Defined Project Scope and Objectives         4. **Steps**:            1. Gather project requirements and clarify the project's purpose, objectives, and deliverables.            2. Establish clear boundaries for the project scope to avoid scope creep.            3. Identify any constraints or limitations that impact the project.      2. **Identify Stakeholders**:         1. **Roles**: Project Manager, Project Team         2. **Input**: Project Charter, Stakeholder Requirements         3. **Output**: Stakeholder Identification and Engagement Plan         4. **Steps**:            1. Identify all individuals or groups who will be affected by the project, and what are their interests.            2. Develop a stakeholder engagement plan to manage communication and expectations.      3. **Develop a Project Charter**:         1. **Roles**: Project Manager, Project Team         2. **Input**: Defined Project Scope and Objectives, Stakeholder Identification         3. **Output**: Approved Project Charter         4. **Steps**:            1. Create a formal document that authorizes the project and defines its objectives, scope, and authority.            2. Include key project details such as project manager responsibilities, timeline, and success criteria.            3. Obtain approval from project sponsors and stakeholders.      4. **Create a Work Breakdown Structure (WBS)**:         1. **Roles**: Project Manager, Project Team         2. **Input**: Approved Project Charter, Defined Project Scope and Objectives         3. **Output**: Finalized Work Breakdown Structure (WBS)         4. **Steps**:            1. Decompose the project deliverables into smaller, more manageable tasks using a hierarchical structure.            2. Break down the work into logical components and assign each task a unique identifier.            3. Develop the WBS in collaboration with project team members to ensure completeness and accuracy.      5. **Identify Resources [**[**Details**](#_gmjhdltas571)]:         1. **Roles**: Project Manager, Resource Managers         2. **Input**: Finalized WBS, Resource Requirements         3. **Output**: Resource Management Plan         4. **Steps**:            1. Determine the human, material resources required to complete the project.            2. Allocate resources based on project requirements, availability, and skill sets.            3. Develop a resource management plan to optimize resource utilization and address any constraints.      6. **Escalation Plan [**[**Details**](#_35nkun2)]:         1. **Roles**: Project Manager, Project Team         2. **Input**: Identified Issues, Escalation Criteria         3. **Output**: Finalized Escalation Plan         4. **Steps**:            1. Define issue triggers and identify situations that warrant escalation.            2. Establish levels of escalation and set up a tiered approach for escalating issues.      7. **Estimate Time and Effort [**[**Details**](#_tfy79txzx7al)]:         1. **Roles**: Project Manager, Project Team         2. **Input**: Finalized WBS, Resource Availability         3. **Output**: Project Schedule, Contingency Plan         4. **Steps**:            1. Estimate the time and effort required to complete each task or activity based on resource availability and dependencies.            2. Develop a project schedule using scheduling tools such as Gantt charts or network diagrams.            3. Develop a contingency plan to account for uncertainties and risks.      8. **Identify Risks [**[**Details**](#_1y810tw)]:         1. **Roles**: Project Manager, Risk Management Team         2. **Input**: Defined Project Scope and Objectives, Stakeholder Engagement Plan         3. **Output**: Risk Management Plan         4. **Steps**:            1. Identify potential risks that impact project objectives, schedule, or budget.            2. Assess the likelihood and impact of each risk and prioritize them based on severity.            3. Develop risk response strategies to mitigate, avoid, transfer, or accept identified risks.      9. **Define Quality Standards [**[**Details**](#_ta40p4u8nmjh)]:         1. **Roles**: Project Manager, Quality Assurance Team         2. **Input**: Stakeholder Requirements, Project Charter         3. **Output**: Quality Management Plan         4. **Steps**:            1. Determine quality requirements and standards that must be met for project deliverables.            2. Develop a quality management plan outlining how quality will be planned, assured, and controlled throughout the project lifecycle.            3. Identify quality metrics, inspection procedures, and quality assurance activities.      10. **Develop a Communication Plan [**[**Details**](#_26in1rg)]:          1. **Roles**: Project Manager, Communication Coordinator          2. **Input**: Stakeholder Identification, Project Charter          3. **Output**: Communication Plan          4. **Steps**:             1. Define communication objectives, stakeholders, channels, and frequency of communication.             2. Establish guidelines for project meetings, status reports, and other communication activities.             3. Ensure that communication is timely, relevant, and tailored to the needs of stakeholders.      11. **Create a Change Management Plan [**[**Details**](#_4i4srfnb4ug5)]:          1. **Roles**: Project Manager, Change Control Board          2. **Input**: Defined Project Scope and Objectives, Stakeholder Engagement Plan          3. **Output**: Change Management Plan          4. **Steps**:             1. Define procedures for requesting, evaluating, and approving changes to project scope, or schedule.             2. Establish a change control board or process to review and approve change requests.             3. Develop a process for documenting and communicating approved changes to relevant stakeholders.      12. **Document the Project Management Plan**:          1. **Roles**: Project Manager, Project Sponsors, Key Stakeholders          2. **Input**: Approved Project Charter, Finalized WBS, Project Schedule          3. **Output**: Documented Project Management Plan          4. **Steps**:             1. Compile all planning documents, including the project charter, WBS, schedule, risk management plan, quality management plan, communication plan, and change management plan.             2. Ensure that the project management plan is comprehensive, clear, and accessible to all project stakeholders.             3. Obtain approval from project sponsors and key stakeholders before proceeding with project execution.      13. **Monitor and Update the Plan**:          1. **Roles**: Project Manager, Project Team          2. **Input**: Project Performance Data, Change Requests          3. **Output**: Updated Project Management Plan          4. **Steps**:             1. Continuously monitor project performance against the project management plan.             2. Track progress, identify variances, and take corrective actions as necessary.             3. Update the project management plan regularly to reflect changes in project scope, schedule, or resources.             4. Communicate updates to stakeholders and ensure alignment with project objectives. |
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**For More Details See the next sections**

## **2.1. PROJECT SCOPE**

Refer to the project charter to define the project scope, or link to the scope of work document. Defining the limits of scope will aid focus and prevent scope creep. If you are a vendor or contractor, refer to the statement of work.

| **Scope Management Activity** | **In Scope** | **Out of Scope** |
| --- | --- | --- |
| Scope Statement Development | Requirement gathering from stakeholders | Detailed project planning |
| Documenting project scope | Execution of project tasks without approval |
| Presenting draft scope statement to key stakeholders |  |
| Finalizing scope statement with stakeholder input |  |
| Scope Verification | Stakeholder review of finalized scope statement | Making changes to scope without formal approval |
| Conducting scope review meeting with stakeholders |  |
| Obtaining formal sign-off from stakeholders |  |
| Scope Control | Monitoring project activities for deviations from scope | Making changes without proper evaluation and approval |
| Assessing impact of proposed changes on project objectives |  |
| Presenting change requests to Change Control Board |  |
| Updating scope statement and documentation as approved |  |
| Scope Baseline Management | Establishing baseline version of project scope | Altering baseline without proper configuration management |
| Implementing configuration management system |  |
| Regularly updating scope baseline based on approved changes |  |

## **2.2. MILESTONE LIST**

The Milestone List serves as a reference guide for project stakeholders to understand important project milestones and their completion dates.

| **MILESTONE** | **DESCRIPTION** | **DATE** | **Review Comments** |
| --- | --- | --- | --- |
| * Timeline * Professional Management Plan * Questionnaire * Configuration management plan | **Timeline:**   * A visual representation or written schedule showing the chronological order of events, tasks, or activities over a period of time. * Facilitates planning, organization, and progress tracking by outlining when specific tasks are expected to be completed.   **Professional Management Plan:**   * Detailed document outlining how a project will be executed, monitored, and controlled to achieve its objectives.   **Change Request:**   * Formal process for proposing and implementing changes to the project scope, schedule, or resources.   **Risk Management Plan:**   * Document outlining strategies for identifying, assessing, mitigating, and responding to risks throughout the project lifecycle.   **Review:**   * Periodic evaluation of project progress, performance, and outcomes against predefined criteria or objectives.   **Configuration Management (CM) Plan:**   * Formal document outlining processes and procedures for identifying, controlling, documenting, verifying, and auditing changes to project components throughout its lifecycle. * Ensures clear understanding of project or system configuration at any given point in time. | 30.03.2024 |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Complete Website | Develop and launch a fully functional e-commerce website for selling clothing and accessories.  Include features such as product catalog, shopping cart, secure payment gateway, user registration, history of orders and order tracking. |  |  |

# **SCHEDULE MANAGEMENT PLAN**

Ensure efficient allocation of resources and timely completion of project tasks according to the established schedule.

| **Planning Activities:**   1. **Define the Deliverables of the Milestone:**   Identify the tangible outputs expected at the completion of this milestone. This could be a report, a prototype, a completed software module, or a training session.  Input: Project Scope- Milestone Description  Output:List of Deliverables for the Milestone (e.g., Report, Prototype, Training Materials)   1. **Understand the Deliverables Details Specifically:**   Get granular. What specific components should each deliverable have? What format or quality standards should they meet?  Input: List of Deliverables for the Milestone  Output:Detailed Specifications for Each Deliverable (e.g., Content Requirements)   1. **Break Down the Milestone into Tasks:**   Chunk the deliverables into smaller, manageable tasks. Each task should be clear, well-defined, and have a logical flow towards achieving the overall milestone.  Input: Detailed Specifications for Each Deliverable  Output: List of Tasks required to complete each Deliverable   1. **Estimate Tasks and Assign to Team:**   Estimate the time and resources needed to complete each task. Assign tasks to team members based on their skills, experience, and workload.  Input: List of Tasks  Output:Estimated Time for each Task , Assigned Team Member for each Task   1. **Develop a Detailed Plan:**   Create a comprehensive plan outlining the tasks, their sequence, estimated timelines, assigned team members, and any dependencies between tasks. Tools like Gantt charts or project management software can help visualize this plan.  Input: - List of Tasks, Estimated Time, Assigned Team Members  Output: Project Schedule, Tasks, Estimated Timelines and Assigned Team Members   1. **Set Internal Milestones and Deadlines:**   Establish smaller checkpoints within the overall milestone. Set deadlines for each internal milestone to track progress and ensure the team stays on target.  Input: Project timeline  Output: Defined Internal Milestones within the overall Milestone with corresponding Deadlines  **Follow Up & Actions:**   1. **Define Your Monitoring and Controlling Activities:**   Determine how you'll track progress and identify potential issues. This could involve regular progress reports, team meetings, or using project management software that allows real-time monitoring.  Input: Project Plan (including milestones, tasks, and deadlines), Team Roles and Responsibilities  Output: Monitoring Plan (defining how progress will be tracked, frequency of tracking, and who is responsible)   1. **Monitor and Adapt the Timeline:**   Track the progress of tasks and milestones. Identify any delays or roadblocks that might affect deadlines. Be prepared to adjust the timeline if necessary, considering resource availability and project priorities.  Input:Monitoring Plan and Progress  Output:Updated timeline   1. **Conduct Progress Meetings:**   Hold regular meetings with the team to discuss progress, address challenges, and ensure everyone is aligned. Use these meetings to identify areas needing adjustments or additional support.  Input: Updated Project timeline  Output: Meeting Minutes (summarizing discussions, decisions, and action items) and Action Items List (assigned to team members for follow-up)   1. **Take Corrective Action:**   If progress deviates from the plan, take corrective action to get back on track. This involves reassigning tasks, extending deadlines, or implementing alternative solutions. Clearly communicate any adjustments to the team and stakeholders.  Input:Meeting Minutes (including action items) and Project Change Requests (if major adjustments are needed)  Output: Action List |
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# **QUALITY MANAGEMENT PLAN**

Describe the management approach for the project, or link to a governance plan. Detail roles and responsibilities of project team members. List any vendors or other organizations that will provide resources for the project. The governance section also includes assumptions and constraints.

| **Steps:**   1. **Define Quality Objectives and Requirements**:    * **Roles**: Project Manager, Quality Manager    * **Input**: Project Charter, Stakeholder Requirements    * **Output**: Quality Objectives, Requirements Document    * **Steps**:      + Identify the quality objectives for the project, including key quality criteria and performance standards.      + Analyze stakeholder requirements related to quality and incorporate them into the quality plan.      + Document quality requirements, including acceptance criteria, metrics, and targets. 2. **Quality Planning**:    * **Roles**: Project Manager, Quality Manager, Project Team    * **Input**: Quality Objectives, Requirements Document    * **Output**: Quality Management Plan    * **Steps**:      + Develop a quality management plan outlining how quality will be planned, assured, and controlled throughout the project lifecycle.      + Define quality assurance activities such as reviews, inspections, and audits to ensure compliance with quality standards.      + Identify quality control measures and techniques to monitor and verify the quality of project deliverables.      + Establish roles and responsibilities for quality management activities within the project team. 3. **Quality Metrics and Measurement**:    * **Roles**: Quality Manager, Project Team    * **Input**: Quality Management Plan, Project Metrics    * **Output**: Quality Metrics Plan    * **Steps**:      + Define quality metrics to measure project performance and adherence to quality standards.      + Determine measurement methods and tools for collecting quality data.      + Establish baseline metrics and targets for quality improvement.      + Develop a plan for monitoring and reporting quality metrics throughout the project lifecycle. 4. **Quality Assurance Activities**:    * **Roles**: Quality Manager, Quality Assurance Team    * **Input**: Quality Management Plan, Project Deliverables    * **Output**: Quality Assurance Reports, Corrective Action Plans    * **Steps**:      + Conduct reviews, inspections, and audits to assess adherence to quality standards and requirements.      + Identify non-conformities and discrepancies in project deliverables.      + Document findings and recommendations for corrective and preventive actions.      + Communicate quality assurance results to stakeholders and project team members. 5. **Quality Control Measures**:    * **Roles**: Quality Manager, Project Team    * **Input**: Quality Management Plan, Quality Metrics Plan    * **Output**: Quality Control Reports, Verified Deliverables    * **Steps**:      + Implement quality control measures to monitor and verify the quality of project deliverables.      + Perform inspections, tests, and validations according to established quality criteria.      + Record and analyze quality data to identify trends, patterns, and areas for improvement.      + Take corrective actions to address deviations from quality standards and ensure that deliverables meet acceptance criteria. 6. **Continuous Improvement**:    * **Roles**: Project Manager, Quality Manager, Project Team    * **Input**: Quality Metrics Data, Lessons Learned    * **Output**: Updated Quality Management Plan, Process Improvements    * **Steps**:      + Review quality metrics data and performance reports to identify opportunities for improvement.      + Analyze lessons learned from previous projects and quality management activities.      + Implement process improvements and corrective actions to enhance quality performance.      + Document changes to the quality management plan and communicate updates to stakeholders. 7. **Quality Audits**:    * **Roles**: Quality Manager, Internal Auditors    * **Input**: Quality Management Plan, Project Documentation    * **Output**: Audit Findings, Corrective Action Plans    * **Steps**:      + Conduct periodic audits to assess compliance with quality management processes and standards.      + Review project documentation, processes, and procedures for adherence to quality requirements.      + Identify areas of non-compliance and opportunities for improvement.      + Develop corrective action plans to address audit findings and ensure continuous compliance with quality standards. 8. **Quality Communication**:    * **Roles**: Project Manager, Quality Manager, Communication Coordinator    * **Input**: Quality Management Plan, Project Communication Plan    * **Output**: Quality Reports, Communication Updates    * **Steps**:      + Communicate quality objectives, requirements, and performance to stakeholders and project team members.      + Provide regular updates on quality management activities, metrics, and outcomes.      + Share quality improvement initiatives and successes to foster transparency and accountability.      + Solicit feedback from stakeholders to ensure alignment with quality expectations and address any concerns. |
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# **CHANGE MANAGEMENT PLAN**

| * **Understand Change**   We can understand the change using set of questions :  Why do we need to change?  How will it affect people positively?  What the negative results of not making the change would be   * **Plan Change**   We can plan to the change using set of questions :  Who is best positioned to help us design and execute the change ?  What goals do we need to achieve?   * **Implement Change**   Our change strategy is "kotter's 8-step change model" ,Kotter’s 8 Step Change Model is a framework for implementing change within a business  Step 1 – Create a Sense of Urgency  Step 2 – Create a Guiding Coalition  Step 3 – Create a Vision For Change  Step 4 – Communicate the Vision  Step 5 – Remove Obstacles  Step 6 – Create Short Term Wins  Step 7 – Consolidate Improvements  Step 8 – Anchor the Changes  we must also set some of questions:  Everyone involved in the changes must understand what needs to happen ? and what it means for them ?  We must agree to the success criteria of the changes and make sure that they are regularly measured and recorded.  We must also clarify that everyone is supported throughout the change process.   * **Communication Change**   Our communication strategy is "ADKAR Change Management Model" It consists of five stages: Awareness, Desire, Knowledge, Ability, and Reinforcement. |
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## **5.1 CHANGE CUSTOMER REQUEST**

| First we should identify the type of change request (Multiple types of change requests exist, differing primarily on the change’s objective and level of execution. )   * Standard changes * Normal changes * Major changes * Emergency changes   Implementing change requests management requires a step-by-step approach to making changes. Below is a customizable framework for an effective change request process.   * Step 1: Collect important documentation and information * Step 2: Evaluate the impact of the change * Step 3: Prioritize the change request(s) * Step 4: Plan implementation * Step 5: Implement the approved changes * Step 6: Evaluate the effectiveness of the change |
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# **COMMUNICATIONS MANAGEMENT PLAN**

| **Objectives**  Ensure effective communication among project stakeholders to facilitate project success.  **Steps:**   1. **Define Communication Objectives and Requirements**:    * **Roles**: Project Manager, Communication Coordinator    * **Input**: Project Charter, Stakeholder Analysis    * **Output**: Communication Objectives, Requirements Document    * **Steps**:      + Identify the project's communication objectives, including what needs to be communicated, to whom, and why. 2. **Stakeholder Identification and Analysis**:    * **Roles**: Project Manager, Communication Coordinator    * **Input**: Stakeholder Analysis, Project Charter    * **Output**: Stakeholder Register, Communication Matrix    * **Steps**:      + Identify all stakeholders involved in the project.      + Analyze stakeholders' interests, expectations, influence, and communication preferences.      + Develop a communication matrix outlining the communication requirements for each stakeholder group. 3. **Develop a Communication Plan**:    * **Roles**: Project Manager, Communication Coordinator    * **Input**: Communication Objectives, Stakeholder Register, Project Schedule    * **Output**: Communication Plan    * **Steps**:      + Determine the purpose and scope of the communication plan.      + Define communication channels, frequency, and methods for each stakeholder group.      + Create a communication schedule aligned with project milestones and deliverables.      + Document roles and responsibilities for communication activities. 4. **Create Communication Templates and Guidelines**:    * **Roles**: Communication Coordinator, Project Team    * **Input**: Communication Plan, Project Branding Guidelines    * **Output**: Communication Templates, Guidelines Document    * **Steps**:      + Develop templates for various communication artifacts such as emails, status reports, and meeting agendas. 5. **Establish Communication Channels**:    * **Roles**: Communication Coordinator, IT Department    * **Input**: Communication Plan, Organizational Resources    * **Output**: Established Communication Channels    * **Steps**:      + Set up communication channels such as email distribution lists, project collaboration platforms, and social media groups.      + Ensure accessibility and security of communication tools and platforms.      + Train project team members and stakeholders on how to use communication channels effectively. 6. **Implement Communication Plan**:    * **Roles**: Project Manager, Communication Coordinator    * **Input**: Communication Plan, Project Schedule    * **Output**: Ongoing Communication Activities    * **Steps**:      + Execute the communication plan according to the defined schedule and guidelines.      + Distribute relevant information to stakeholders through appropriate channels.      + Monitor communication activities to ensure timely delivery and effectiveness.      + Address any communication issues or gaps promptly. 7. **Monitor and Evaluate Communication Effectiveness**:    * **Roles**: Project Manager, Communication Coordinator    * **Input**: Communication Metrics, Stakeholder Feedback    * **Output**: Communication Performance Reports, Lessons Learned    * **Steps**:      + Collect data on communication performance metrics such as message open rates, response times, and stakeholder engagement levels.      + Gather feedback from stakeholders regarding the clarity, relevance, and usefulness of communication.      + Analyze communication effectiveness and identify areas for improvement.      + Document lessons learned and best practices for future projects. 8. **Adjust Communication Plan as Needed**:    * **Roles**: Project Manager, Communication Coordinator    * **Input**: Communication Performance Reports, Project Changes    * **Output**: Updated Communication Plan    * **Steps**:      + Review communication performance reports and stakeholder feedback to identify areas for improvement.      + Assess any changes in project scope, schedule, or stakeholders that require adjustments to the communication plan.      + Update the communication plan accordingly to address feedback and accommodate project changes.      + Communicate updates to stakeholders and ensure alignment with revised communication strategies. |
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## **6.1 ROLES AND RESPONSIBILITIES**

**Define all communication possible ways and identify the roles in the project.**

| **Name** | **Title** | **Email** | **Phone Number** |
| --- | --- | --- | --- |
| Samar Salah | Project Manager | samarsalh4444@gmail.com | +20 111 514 1497 |
| Sohaila Ashraf | Frontend Developer | suhayla.alkwady@gmail.com | +20 114 874 1938 |
| Merna Hesham | Frontend Developer | mernahesham21010@gmail.com | +20 114 930 3531 |
| Merna Hesham | Backend Developer | mernahesham21010@gmail.com | +20 114 930 3531 |
| Eslam Reda | Database Administrator | eslamelkersh635@gmail.com | +20 101 656 6213 |
| Eslam Reda | UI/UX Designer | eslamelkersh635@gmail.com | +20 101 656 6213 |
| Amir Ahmed | Software Tester | hefnamir48@gmail.com | +20 155 510 6617 |
| Amir Ahmed | Quality Assurance Engineer | hefnamir48@gmail.com | +20 155 510 6617 |
| Mohamed Sameh | Software Tester | mohamedsamehshatta@gmail.com | +20 106 504 2826 |
| Mohamed Sameh | Human Resource Manager | mohamedsamehshatta@gmail.com | +20 106 504 2826 |
| Mohamed Sameh | Customer Support Representative | mohamedsamehshatta@gmail.com | +20 106 504 2826 |
| Eslam Elkersh | Deployment Review Engineer | eslamelkersh635@gmail.com | +20 101 656 6213 |
| Eslam Elkersh | Support Engineer | eslamelkersh635@gmail.com | +20 101 656 6213 |
| Mohamed Hassan | Facilitator & Manager |  |  |
| Amr Mokhtar | Coach | amrahelal1989@gmail.com | +20 100 625 6790 |
| Youssef Mohamed | Customer |  |  |

## **6.2 COMMUNICATION PLAN TABLE**

| **Communication Channel** | **Frequency** | **Participants** | **Purpose** |
| --- | --- | --- | --- |
| Regular Meetings | Weekly | Project Manager,  Stakeholders | Review project progress  Discuss challenges  Make decisions |
| Status Reports | Bi-weekly | Project Manager,  Stakeholders | Provide updates on task status Milestones achieved  Upcoming deliverables |
| Ad-hoc Meetings | As needed | Project Manager,  Stakeholders | Address urgent issues  Clarify requirements  Resolve conflicts |
| Email Updates | As needed | Stakeholders | Share project announcements  Meeting agendas  Important documents |
| Document Sharing | As needed | Project Manager,  Stakeholders | Project plans  Design documents  Meeting minutes |
| Project Management Tool (Taskade) | As needed | Project Manager  Team Members | Task assignment  progress tracking  collaboration |
| Video Conferencing | As needed | Project Manager  Stakeholders | Meetings  discussions  presentations |
| Instant Messaging | As needed | Project Manager  Team Members | Quick queries  informal updates  team communication. |

# **7. RESOURCE MANAGEMENT PLAN**

| **Steps:**   1. **Define Resource Requirements**:    * **Roles**: Project Manager, Resource Managers    * **Input**: Project Charter, Work Breakdown Structure (WBS)    * **Output**: Resource Requirements Document    * **Steps**:      + Review the project charter and WBS to identify the tasks and activities required to accomplish project objectives.      + Determine the types and quantities of resources (human, material) needed for each task.      + Document resource requirements specifying the skills, expertise, and quantities required for each resource type. 2. **Resource Identification**:    * **Roles**: Project Manager, Resource Managers    * **Input**: Resource Requirements Document, Organizational Resource Pool    * **Output**: Identified Resources List    * **Steps**:      + Assess the availability of resources within the organization's resource pool.      + Identify potential internal and external resources that match the required skills and expertise.      + Create a list of identified resources including their availability, skill sets, and roles. 3. **Resource Allocation**:    * **Roles**: Project Manager, Resource Managers    * **Input**: Identified Resources List, Project Schedule    * **Output**: Resource Allocation Plan    * **Steps**:      + Match the identified resources with project tasks and activities based on their skills, availability, and project schedule.      + Allocate resources to specific tasks ensuring that each resource is utilized effectively and efficiently.      + Document resource assignments in the resource allocation plan detailing who will be responsible for each task. 4. **Develop Resource Calendar**:    * **Roles**: Project Manager, Resource Managers    * **Input**: Resource Allocation Plan, Project Schedule    * **Output**: Resource Calendar    * **Steps**:      + Incorporate resource availability and assignments into the project schedule to create a resource calendar.      + Define resource utilization rates and working hours for each resource.      + Ensure that resource allocations align with project milestones and deliverables. 5. **Resource Leveling**:    * **Roles**: Project Manager, Resource Managers    * **Input**: Resource Calendar, Project Constraints    * **Output**: Leveled Resource Plan    * **Steps**:      + Identify resource conflicts or overallocations in the resource calendar.      + Analyze project constraints and priorities to determine which tasks can be adjusted to resolve resource conflicts.      + Adjust resource assignments and task dependencies to balance resource utilization while meeting project objectives. 6. **Resource Management Plan Documentation**:    * **Roles**: Project Manager    * **Input**: Resource Allocation Plan, Resource Calendar, Leveled Resource Plan    * **Output**: Resource Management Plan Document    * **Steps**:      + Compile all resource-related documents, including the resource allocation plan, resource calendar, and leveled resource plan.      + Document resource management processes, roles, and responsibilities.      + Define procedures for monitoring and controlling resource usage throughout the project lifecycle. 7. **Monitor and Control Resources**:    * **Roles**: Project Manager, Resource Managers    * **Input**: Resource Management Plan Document, Project Progress Reports    * **Output**: Resource Performance Reports, Corrective Actions    * **Steps**:      + Regularly monitor resource utilization against the resource management plan.      + Track actual resource usage compared to planned allocations.      + Identify any deviations or discrepancies and take corrective actions as necessary to address resource issues. 8. **Resource Optimization and Improvement**:    * **Roles**: Project Manager, Resource Managers    * **Input**: Resource Performance Reports, Lessons Learned    * **Output**: Updated Resource Management Plan    * **Steps**:      + Analyze resource performance reports and lessons learned to identify areas for improvement.      + Implement changes to resource management processes, allocation strategies, or resource utilization techniques.      + Continuously optimize resource management practices to enhance projects. |
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## **7.1 TOOL TABLE**

| **Phase** | **Tool Used** |
| --- | --- |
| Configuration Management | GitHub |
| Tasks and Timeline Management | Taskade |
| Design Phase | Figma |
| Development Phase | Visual Studio Code |
| Testing Phase | Intellij  Excel |

# **8. ESCALATION MANAGEMENT PLAN**

| **Roles**: Project Manager, Project Team   1. **Define Issue Triggers:**    * **Input**: Identified Issues, Escalation Criteria    * **Output**: Defined Issue Triggers    * **Steps**:      + Analyze potential project issues and risks.      + Define specific criteria or thresholds that indicate when an issue requires escalation.      + Document the triggers for each escalation level based on severity, impact, and urgency. 2. **Establish Levels of Escalation:**    * **Input**: Defined Issue Triggers, Project Team Contact Information    * **Output**: Established Escalation Levels    * **Steps**:      + Determine the hierarchy of escalation levels within the project team.      + Assign responsibilities and roles to each escalation level.      + Define communication protocols and escalation procedures for each level. 3. **Communicate Escalation Plan:**    * **Input**: Established Escalation Levels, Communication Plan    * **Output**: Distributed Escalation Plan    * **Steps**:      + Communicate the escalation plan to all project team members and stakeholders.      + Ensure everyone understands their roles and responsibilities in the escalation process.      + Provide training or guidelines on how to identify issues and follow the escalation procedures. |
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# **9. ESTIMATE TIME AND EFFORT MANAGEMENT PLAN**

| **Roles**: Project Manager, Project Team   1. **Gather Requirements and Tasks:**    * **Input**: Project Scope, Work Breakdown Structure (WBS)    * **Output**: List of Project Tasks    * **Steps**:      + Review the project scope and objectives.      + Break down the work into manageable tasks based on the WBS.      + Identify all activities and requirements necessary to complete each task. 2. **Estimate Task Durations:**    * **Input**: List of Project Tasks, Historical Data, Expert Judgment    * **Output**: Estimated Task Durations    * **Steps**:      + Use historical data, expert judgment, and past experience to estimate the time required for each task.      + Consider dependencies, constraints, and resource availability when estimating durations.      + Document the estimated durations for each task in the project plan. 3. **Allocate Resources:**    * **Input**: Estimated Task Durations, Resource Availability    * **Output**: Resource Allocation Plan    * **Steps**:      + Determine the resources required to complete each task, including human, and material resources.      + Allocate resources based on availability, skill sets, and project requirements.      + Ensure resource assignments are balanced and aligned with project objectives. 4. **Develop Project Schedule:**    * **Input**: Estimated Task Durations, Resource Allocation Plan    * **Output**: Project Schedule    * **Steps**:      + Sequence the project tasks based on dependencies and constraints.      + Use scheduling tools such as Gantt charts or network diagrams to create the project schedule.      + Incorporate resource assignments, task durations, and milestones into the schedule. 5. **Review and Validate Estimates:**    * **Input**: Project Schedule, Resource Allocation Plan    * **Output**: Validated Time and Effort Estimates    * **Steps**:      + Review the project schedule and resource allocations with key stakeholders.      + Validate the estimates against project requirements, constraints, and objectives.      + Make adjustments as necessary based on feedback and additional information. |
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# **10. RISK MANAGEMENT PLAN**

Briefly describe how you plan to identify, analyze, and prioritize project risks. Also describe the methods used for tracking risks. Describe contingency plans.

| **Steps:**   1. **Risk Identification**:    * **Roles**: Project Manager, Risk Management Team    * **Input**: Project Charter, Stakeholder Requirements, Lessons Learned from Previous Projects    * **Output**: Risk Register    * **Steps**:      + Brainstorm potential risks that could affect project objectives, schedule, or quality.      + Utilize techniques such as SWOT analysis, brainstorming sessions, and risk checklists to identify risks.      + Document identified risks in the risk register, including their descriptions, potential impacts, likelihood, and categories. 2. **Risk Analysis**:    * **Roles**: Project Manager, Risk Management Team    * **Input**: Risk Register, Project Scope and Objectives, Stakeholder Analysis    * **Output**: Risk Assessment Matrix, Prioritized Risk Register    * **Steps**:      + Assess the likelihood and impact of each identified risk on project objectives.      + Use qualitative analysis techniques (such as probability and impact assessment) and quantitative analysis techniques (such as Monte Carlo simulation) to evaluate risks.      + Prioritize risks based on their severity and potential impact on the project. 3. **Risk Response Planning**:    * **Roles**: Project Manager, Risk Management Team    * **Input**: Prioritized Risk Register, Project Schedule, Time Constraints    * **Output**: Risk Response Plan    * **Steps**:      + Develop strategies to address identified risks, including risk mitigation, risk avoidance, risk transfer, and risk acceptance.      + Determine specific actions, responsibilities, and timelines for implementing risk responses.      + Allocate resources for implementing risk response strategies. 4. **Risk Monitoring and Control**:    * **Roles**: Project Manager, Risk Management Team    * **Input**: Risk Register, Risk Response Plan, Project Performance Data    * **Output**: Updated Risk Register, Risk Status Reports    * **Steps**:      + Regularly monitor identified risks and their associated response strategies throughout the project lifecycle.      + Track changes in risk likelihood, impact, and effectiveness of risk response actions.      + Implement corrective actions or adjustments to risk response strategies as needed.      + Communicate risk status and updates to stakeholders through risk status reports and meetings. 5. **Contingency Planning**:    * **Roles**: Project Manager, Risk Management Team    * **Input**: High-Priority Risks, Resource Availability    * **Output**: Contingency Plan, Contingency Reserves    * **Steps**:      + Identify high-priority risks that require additional contingency planning and management.      + Develop contingency plans outlining specific actions to be taken if high-priority risks materialize.      + Allocate contingency reserves, including resources, to address potential impacts of high-priority risks. 6. **Lessons Learned and Documentation**:    * **Roles**: Project Manager, Risk Management Team    * **Input**: Risk Register, Risk Response Plan, Project Closure Documentation    * **Output**: Lessons Learned Report, Updated Organizational Risk Knowledge Base    * **Steps**:      + Review project risks and risk management activities upon project completion.      + Document lessons learned, including successful risk response strategies, challenges faced, and areas for improvement.      + Update the organizational risk knowledge base to capture insights and best practices for future projects. |
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# **11. DECISION TECHNIQUE**

We use Decision Analysis and Resolution (DAR) to analyze possible decisions using a formal evaluation process that evaluates identified alternatives against established criteria.

| **Steps:**   1. **Identify Decision or Issue**:    * **Roles**: Project Manager, Decision Maker    * **Input**: Project Charter, Issue Log, Stakeholder Inputs    * **Output**: Clearly Defined Decision or Issue Statement    * **Steps**:      + Identify the specific decision that needs to be made or the issue that needs resolution.      + Gather relevant information and inputs from stakeholders.      + Clearly define the decision or issue statement to ensure alignment and understanding among all stakeholders. 2. **Gather Information and Data**:    * **Roles**: Project Team, Subject Matter Experts    * **Input**: Project Documentation, Data Sources, Expert Opinions    * **Output**: Data Collection, Analysis Plan    * **Steps**:      + Collect relevant information, data, and documentation related to the decision or issue.      + Engage subject matter experts to provide insights and expertise.      + Develop an analysis plan outlining the methods and tools to be used for data analysis. 3. **Identify Alternatives**:    * **Roles**: Project Team, Decision Maker    * **Input**: Data Collection, Analysis Plan    * **Output**: List of Decision Alternatives    * **Steps**:      + Brainstorm and generate a list of potential alternatives or solutions to address the decision or issue.      + Evaluate each alternative based on feasibility, effectiveness, and alignment with project objectives.      + Document the list of decision alternatives for further analysis. 4. **Analyze Alternatives**:    * **Roles**: Project Team, Decision Analyst    * **Input**: List of Decision Alternatives, Analysis Plan    * **Output**: Decision Analysis Results    * **Steps**:      + Apply decision analysis techniques such as cost-benefit analysis, risk assessment, or multi-criteria decision analysis to evaluate each alternative.      + Assess the potential impacts, benefits, and risks associated with each alternative.      + Generate decision analysis results including quantitative and qualitative assessments for each alternative. 5. **Evaluate and Select the Best Alternative**:    * **Roles**: Decision Maker, Project Manager    * **Input**: Decision Analysis Results, Project Objectives    * **Output**: Selected Decision or Solution    * **Steps**:      + Review the decision analysis results and compare the pros and cons of each alternative.      + Evaluate each alternative against project objectives, constraints, and stakeholder preferences.      + Select the best alternative based on the analysis and make the decision or recommend the solution. 6. **Implement the Decision or Solution**:    * **Roles**: Project Manager, Implementation Team    * **Input**: Selected Decision or Solution, Implementation Plan    * **Output**: Implemented Decision or Solution    * **Steps**:      + Develop an implementation plan outlining the steps, resources, and timeline for executing the selected decision or solution.      + Communicate the decision to stakeholders and obtain buy-in and support.      + Execute the implementation plan according to the defined schedule and monitor progress closely. 7. **Monitor and Evaluate the Outcome**:    * **Roles**: Project Manager, Monitoring Team    * **Input**: Implemented Decision or Solution, Performance Metrics    * **Output**: Outcome Evaluation Report    * **Steps**:      + Monitor the implementation of the decision or solution and track its impact on project performance.      + Collect and analyze performance metrics to assess the effectiveness of the decision.      + Evaluate the outcome against expected results and adjust course if necessary. 8. **Document Lessons Learned**:    * **Roles**: Project Team, Documentation Lead    * **Input**: Outcome Evaluation Report, Lessons Learned    * **Output**: Lessons Learned Documentation    * **Steps**:      + Reflect on the decision-making process and outcome to identify lessons learned and best practices.      + Document key insights, challenges faced, and recommendations for future decision-making.      + Share lessons learned documentation with the project team and stakeholders to inform future projects. |
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# **12. PROBLEM HANDLING**

| **Steps:**   1. **Problem Identification**:    * **Roles**: Project Team, Project Manager    * **Input**: Incident Reports, Stakeholder Feedback, Project Performance Data    * **Output**: Problem Statement, Problem Register    * **Steps**:      + Gather information from various sources such as incident reports, stakeholder feedback, and project performance data.      + Identify issues or challenges that arise during project execution.      + Document each problem with a clear problem statement outlining its impact and urgency.      + Maintain a problem register to track all identified issues throughout the project lifecycle. 2. **Problem Triage**:    * **Roles**: Project Manager, Subject Matter Experts    * **Input**: Problem Register, Severity Assessment Criteria    * **Output**: Prioritized Problem List, Assigned Owners    * **Steps**:      + Review the problem register to prioritize identified issues based on severity, impact on project objectives, and urgency.      + Assess each problem against predefined severity assessment criteria to determine its priority level.      + Assign ownership of each problem to responsible individuals or teams for resolution.      + Communicate prioritized problem list and assigned owners to the project team. 3. **Root Cause Analysis**:    * **Roles**: Problem Owners, Subject Matter Experts    * **Input**: Prioritized Problem List, Relevant Data and Documentation    * **Output**: Root Cause Analysis Report, Identified Root Causes    * **Steps**:      + Conduct a thorough investigation to identify the root causes of each problem.      + Gather relevant data, documentation, and input from subject matter experts.      + Analyze the contributing factors that led to the occurrence of the problem.      + Document findings and conclusions in a root cause analysis report. 4. **Develop Problem Resolution Strategies**:    * **Roles**: Problem Owners, Project Manager    * **Input**: Root Cause Analysis Report, Stakeholder Requirements, Project Constraints    * **Output**: Problem Resolution Plan, Proposed Solutions    * **Steps**:      + Based on the identified root causes, brainstorm potential solutions or strategies to address each problem.      + Consider stakeholder requirements, project constraints, and feasibility of proposed solutions.      + Develop a problem resolution plan outlining the steps, resources, and timeline required to implement each solution.      + Document proposed solutions and obtain necessary approvals from stakeholders. 5. **Implementation of Solutions**:    * **Roles**: Problem Owners, Project Team    * **Input**: Problem Resolution Plan, Approved Solutions    * **Output**: Implemented Solutions, Progress Updates    * **Steps**:      + Execute the problem resolution plan according to the approved solutions.      + Allocate resources, assign tasks, and monitor progress of implementation activities.      + Communicate updates on solution implementation to relevant stakeholders.      + Address any issues or challenges encountered during implementation in a timely manner. 6. **Verification and Validation**:    * **Roles**: Quality Assurance Team, Problem Owners    * **Input**: Implemented Solutions, Success Criteria    * **Output**: Verified Solutions, Validation Report    * **Steps**:      + Verify that implemented solutions effectively address the identified problems and meet predefined success criteria.      + Conduct validation testing or reviews to ensure the functionality, reliability, and usability of the solutions.      + Document verification and validation results in a validation report.      + Obtain confirmation from stakeholders that the problems have been successfully resolved. 7. **Closure and Documentation**:    * **Roles**: Project Manager, Documentation Team    * **Input**: Verified Solutions, Validation Report    * **Output**: Closed Problems, Lessons Learned Documentation    * **Steps**:      + Close out each problem in the problem register once its solution has been successfully implemented and verified.      + Document lessons learned from the problem handling process.      + Archive relevant documentation, including problem statements, root cause analysis reports, resolution plans, and validation reports.      + Communicate closure of problems and share lessons learned with the project team and stakeholders. |
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# **13. REVIEW PROCESS**

| **Steps:**   1. **Review Planning**:    * **Roles**: Project Manager, Review Coordinator    * **Input**: Project Management Plan, Project Schedule    * **Output**: Review Plan    * **Steps**:      + Define the objectives and scope of the review.      + Identify the stakeholders involved in the review process.      + Determine the review criteria and standards to be applied.      + Establish a timeline and schedule for conducting the review. 2. **Preparation**:    * **Roles**: Review Coordinator, Project Team    * **Input**: Review Plan, Project Documentation    * **Output**: Prepared Review Materials    * **Steps**:      + Gather and organize project documentation, including deliverables, schedules, and reports.      + Ensure that all relevant materials are available and accessible to reviewers.      + Prepare presentation materials or documentation to guide the review process. 3. **Review Execution**:    * **Roles**: Review Coordinator, Reviewers    * **Input**: Prepared Review Materials, Review Criteria    * **Output**: Review Findings    * **Steps**:      + Conduct the review according to the defined criteria and schedule.      + Reviewers examine project documentation, identify issues, and assess compliance with standards.      + Document findings, including strengths, weaknesses, and areas for improvement.      + Facilitate discussions among reviewers to gather diverse perspectives and insights. 4. **Analysis and Evaluation**:    * **Roles**: Review Coordinator, Project Manager    * **Input**: Review Findings, Project Objectives    * **Output**: Analysis Report, Action Plan    * **Steps**:      + Analyze review findings to identify trends, patterns, and root causes of issues.      + Evaluate the impact of identified issues on project objectives and success criteria.      + Prioritize findings based on severity, urgency, and relevance to project goals.      + Develop an action plan to address identified issues and implement corrective actions. 5. **Reporting and Documentation**:    * **Roles**: Review Coordinator, Project Manager    * **Input**: Analysis Report, Action Plan    * **Output**: Review Report, Updated Project Documentation    * **Steps**:      + Compile review findings, analysis, and action plan into a comprehensive report.      + Document lessons learned, best practices, and recommendations for future projects.      + Update project documentation, including the project management plan, risk register, and lessons learned repository.      + Distribute the review report to relevant stakeholders and project team members. 6. **Follow-up and Closure**:    * **Roles**: Project Manager, Review Coordinator    * **Input**: Review Report, Action Plan    * **Output**: Closed Review, Implemented Corrective Actions    * **Steps**:      + Monitor the implementation of corrective actions outlined in the action plan.      + Conduct follow-up meetings or discussions to ensure that identified issues are addressed.      + Close the review process once all action items are completed and verified.      + Document the outcomes of the review process, including improvements made and lessons learned. 7. **Continuous Improvement**:    * **Roles**: Project Manager, Review Coordinator    * **Input**: Review Outcomes, Lessons Learned    * **Output**: Updated Review Process, Continuous Improvement Initiatives    * **Steps**:      + Evaluate the effectiveness of the review process and outcomes.      + Identify process improvement opportunities based on lessons learned and feedback.      + Update the review process documentation.      + Implement continuous improvement initiatives to enhance the future reviews. |
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# **14. APPENDICES**

Attach or link to separate plan documents or other reference documents. *Optional.*

| **ATTACHMENT NAME** | **LOCATION / LINK** |
| --- | --- |
| QA\_ClothesStore\_problem\_statement\_template |  |
| QA\_ClothesStore\_project\_change\_order\_request\_template |  |
| QA\_ClothesStore\_SIQ |  |
| Timeline and Task Monitor | [**Taskade Tool**](https://www.taskade.com/d/3uyN1jPwH7qgDxFk?share=edit&edit=2yEXnwHgHaDqieTu&as=list) |
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