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Project Management at Global Green Books Publishing

Project Charter

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# Project Purpose & Justification

This project aims to refine and enhance processes and procedures to enable Global Green Books Publishing to consistently provide customers with their products on time while maintaining quality. The concerns from stakeholders have been, and the current areas that we intend to adjust to provide these products are: effective use of employees, accurate scheduling, maintaining quality and control costs.

The proposed improvements will align with Global Green Books Publishing's strategic goals to improve customer relationships, meet customer delivery commitments, and properly leverage employee utilization. These changes will allow Global Green Books Publishing to maintain and expand its customer base by providing employees and management tools to execute customer requests.

# Project Objectives & Success Criteria

|  |  |
| --- | --- |
| **Objective** | **Success Criteria** |
| Create a project management plan to streamline execution. | Within 90 days complete a project management plan that is approved by stakeholders. |
| Implement project scheduling software for estimations, budgeting, and communications with stakeholders. | Within 90 days, implement project scheduling software and, train personnel on usage for timelines and budgets, and update stakeholders. |
| Create a project management manual for risk response and planning. | Within 90 days create and implement a PM manual to reduce issues by 90%. |

# Project Constraints

Constraint 1: Prioritize current customers and address late orders.

Constraint 2: Training to ensure all employees, including managers, follow new guidelines.

Constraint 3: Monitor for production issues and propose workarounds or updates to new practices.

# 

# Project Complexity Attributes

|  |  |  |  |
| --- | --- | --- | --- |
| Complexity Type | Severity (High/Med/Low) | Evidence | How it affects the project / How it will be managed |
| Structural | Medium | PDF creation lake standardization. | Leads to defects that bottleneck production. / Update guidelines for employees to follow. |
| Temporal | High | Order backlog / late orders. | Pushes back future orders while prepping late orders. / Create a second team to temporarily handle the backlog until it is gone. |
| Technical | Medium | No project management tools. | Purchase tools needed for daily operations. Ensures production monitoring and execution. |
| Directional | Medium | Management and employees do not have standard practices or expectations. No commonly trained technical baseline. | Define their roles and responsibilities to complete project goals. Improve communications throughout the company structure. |

# Project Scope

## In-Scope:

* Process Development
* Stakeholder concern questionnaire
* Management tool research and testing
* Data input
* Backlog monitoring and assignment
* Write standard business practices for employees

## Out of Scope:

* Tool purchase without Stakeholder approval
* Standard Process development procedure authorized without Stakeholder approval
* Customer outreach or apologies
* Long-term strategies outside of “In-Scope” objects.

## Project Deliverables

* Deliverable 1: PDF creation process documentation
* Deliverable 2: Stakeholder concern report
* Deliverable 3: Project Management tool testing
* Deliverable 4: Project management tool evaluation report
* Deliverable 5a: Initial PM tool setup (after approval)
* Deliverable 5b: Initial data input
* Deliverable 6: Backlog monitoring and resolution plan
* Deliverable 7: Produce Standard practices manual
* Deliverable 8: Training on standard practices

## Project Milestone Schedule

| ***Milestone/Major Activity/Deliverable*** | ***Duration / Date*** |
| --- | --- |
| ***Project Start*** | ***6/2/25*** |
| ***Initiation Phase*** | ***6/2/25*** |
| ***Project Team Assigned*** | ***1 Week*** |
| ***Stakeholder Concern Questionnaire Distributed*** | ***1 Week*** |
| ***Deliverable 4: Project Management Tool Evaluation Report*** | ***1 Week*** |
| ***Planning*** | ***6/23/25*** |
| ***Deliverable 1: PDF Creation Process Documentation*** | ***1 Week*** |
| ***Deliverable 2: Stakeholder Concern Report*** | ***1 Week*** |
| ***Deliverable 3: Project Management Tool Testing*** | ***1 Week*** |
| ***Deliverable 5a: Initial PM Tool Setup (After Approval)*** | ***1 Week*** |
| ***Deliverable 5b: Initial Data Input*** | ***1 Week*** |
| ***Deliverable 6: Backlog Monitoring and Resolution Plan*** | ***1 Week*** |
| ***Deliverable 7: Produce Standard Practices Manual*** | ***1 Week*** |
| ***Deliverable 8: Training on Standard Practices*** | ***1 Week*** |
| ***Execution*** | ***8/18/25*** |
| ***Configuration*** | ***1 Week*** |
| ***Testing*** | ***1 Week*** |
| ***Training*** | ***1 Week*** |
| ***Closing*** | ***9/8/25*** |
| ***Final Deliverable/Product Acceptance*** | ***1 Day*** |
| ***Transition to Operations*** | ***1 Week*** |
| ***Project End*** | ***9/16/25*** |

## Key Stakeholders

*Instructions: Identify critical stakeholders for the project. An example is provided. Delete the example and replace it with your own work using as many rows as makes sense for the project. Delete these instructions after you complete this section.*

| ***(Example) Stakeholder*** | ***(Example) How Are They Affected, or How Are They Participating?*** |
| --- | --- |
| *Example: Human Resources Dept* | *Provide support for definition of new roles and transition plan for employees to those roles.* |
| *Example: Employees* | *Will be required to learn new jobs and perform against new expectations.* |

# 

| **Stakeholder** | **How Are They Affected, or How Are They Participating?** |
| --- | --- |
| Jim King and Brad Mount (Founders) | Approve processes, tools, and budgets. |
| Project Manager (Samantha) | Project lead, plan, execute, and monitor the project |
| Employees (involved in the PDF creation process) | Execute the vision of the company. Provide feedback for the process where needed. |
| Management | Ensure employees receive and apply training. Provide feedback where needed. |

# Estimated Project Cost

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| ***Quantitative Costs*** | ***Year 1*** | ***Year 2*** | ***Year 3*** | ***Year 4*** | ***Year 5*** | ***Total*** |
| ***Non-Recuring Costs*** |  |  |  |  |  |  |
| *PDF Documentation Creation* | *$4,000* |  |  |  |  | *$4,000* |
| *PM tool setup* | *$4,800* |  |  |  |  | *$4,800* |
| *Backlog Resolution* | *$6,000* |  |  |  |  | *$6,000* |
|  |  |  |  |  |  |  |
| ***Recurring Costs*** |  |  |  |  |  |  |
| *Training* | *$8,000* | *$8,000* | *$8,000* | *$8,000* | *$8,000* | *$40,000* |
| *Software Maintenance* | *$7,800* | *$7,800* | *$7,800* | *$7,800* | *$7,800* | *$39,000* |
| *Contingency (20%)* | *$6,120* | *$3,160* | *$3,160* | *$3,160* | *$3,160* | *$18,760* |
|  |  |  |  |  |  |  |
| *Overall Total* | *$36,720* | *$18,960* | *$18,960* | *$18,960* | *$18,960* | *$112,560* |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

**Assumptions used to develop the ROM:**

* Numbers for hours based on $100 an hour for an employee.
* PM tool cost is based on $65 per user, 10 users (3 would be minimum). 650/m \* 12 = 7800
* Didn’t include pricing for surveys, as that cost is already paid through normal operations.

# Project Risks

|  |
| --- |
| **Risks** |
| * Risk 1: The PDF Creation process is delayed. Customer-specific requirements make the documentation process more complex. * Risk 2: PM Software cost overrun. Finding the right PM software or too complex software increases training and implementation costs. * Risk 3: Backlog resolution timeframe. The backlog takes longer to decrease as we move personnel to learn the new process. Splitting the team causes issues. |
| **Opportunities** |
| * Opportunity 1: PM software seat count. The required number of seats during the execution phase is less than anticipated, decreasing yearly costs. * Opportunity 2: Improved productivity. Training improves productivity and employee happiness. * Opportunity 3: Improved customer relations. Decreased production times and increased quality increase customer satisfaction. |

# Project Resources

*Instructions: Identify the core members of the project team and any resources required to support the project. An example is provided. Delete the example and replace it with your own work using as many rows as makes sense for the project. Delete these instructions after you complete this section.*

## *(Example) Project Team*

***Project Sponsor: (Example) Divya Arumugam***

***Business Lead: (Example) Jane Doe***

***Project Manager: (Example) Susan Summers***

***Project Team Members:*** ***(Example) Mustafa Khalid, Dave Jones, Inna Steffens, Tim Chen***

## Project Team

**Project Sponsor:** Jim King

**Business Lead:** Brad Mount

**Project Manager:** Samantha

**Project Team Members:** Paul Sherwood

## Required Resources

* Project Management Software
* PDF creation steps documents
* Training material
* Equipment and space for PM software
* Access levels
* Support through PM developer
* Budget