

* Closing the Project:-

* Customer acceptance:-

- It is formal approval / acknowledgement by the client or project sponsor that the project deliverables have been received & meet the agreed-upon requirements.
- This is a critical step in project closure.
- Key Point required for customer acceptance:-

i) Verificat.ⁿ Of Deliverables:-

- Before acceptance, the project team ensured that all outputs meet the defined scope & quality standards.

ii) User Acceptance Testing (UAT):-

- Customers or end-users test the product or service in a real-world scenario to ensure it works as expected.

iii) Formal sign-off:-

- A documented approval from the customer or sponsor marks the official end of the project from their side.

iv) Handover & Transition:-

- Includes transferring deliverables, user manuals, training & post-implementation support to the client.

* Importance Of Customer Acceptance:-

- Ensures project closure is based on objective criteria.
- Avoids disputes or dissatisfaction post-delivery.
- Marks the point when the project team can be released.

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* Reasons for Project Termination:-

- Projects may be terminated for several reasons - Some positive, others negative.
- Understanding these reasons helps org. to make informed decisions & reduce waste.

- Common Reasons include:-

1) Successful Completion:-

- The project has achieved its goals & produced the desired results.
- ex. launch of a successful mobile app.

2) Budget Constraints:-

- If funding is reduced or withdrawn or project is demanding more funding than the expected.

3) Schedule Delays:-

- The project takes too much time, reducing its value or feasibility.

4) Change in Business Strategy:-

- The organization may shift focus to different markets or technologies.
- ex: Shifting from physical retail to online business.

5) Technical Challenge:-

- Unresolvable technical issues make the project unviable.

6) Poor Performance or ROI (Return On Investment):-
 - Project is not delivering expected outcome or value.

7) Lack of stakeholder Support:-

- Disengaged or opposing stakeholders may influence early termination.

* Types of Project Termination:-

- There are four ways a project may be terminated. Each has diffⁿ implications for the team, orgⁿ & stakeholders.

① Termination By Extinction

- The project is stopped because its purpose is either fully completed or no longer relevant.

i) Positive Extinction:- Goals are achieved successfully.

ii) Negative Extinction:- The project fails or it is of no use.

- Characteristics:-

i) clear & formal closure

ii) Resources are released

iii) Documentation & final reporting completed

② Termination By Addition

- The project is so successful that it is absorbed into the organization's permanent structure or operations.

- Example:-

i) A slow development project leads to the formation of a new slow development department.

- Characteristics:-

a) Project becomes an ongoing business unit.

b) Project team may transitioned to permanent roles.