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**Project Management Report: "JJ" Store Market Sales System Development**

**Case Scenario:** The owner of “JJ” store market wants to develop his sales system. He wants to develop his store with some criteria.

* Needs to open this store all the time.
* Wants to support all various items for customers.
* Wants to support this system with an offline sale system and an online sale system.
* The owner wants to control delivery service for sale items.
* The owner wants to control all information systems (sale/ demand /supplier/profit/loss) for this new system.
* He wants to advertise the sale of items everywhere.

I write this report for this sales system with a **project manager view**.

**Outline**: In this project report; these 9 factors are considered:

-Scope Management

-Time management

-Cost Management

-Quality Management

-Human Resource Management

-Communications Management

-Risk Management

-Procedure Management

-Stakeholder Management

**System Summary**:

The project aims to develop a comprehensive sales system for "JJ" Store Market to enhance its operational efficiency, customer service, and overall profitability. The system will include features such as continuous store availability, support for various items, both offline and online sale capabilities, delivery service management, and integrated information systems for sales, demand, suppliers, profit, and loss. Additionally, the project will focus on extensive advertising to promote the sale of items across different channels.

**Project Objectives:**

- To open this store all the time.

- To support all various items for customers.

- To support this system with an offline sale system and an online sale system.

- To establish a delivery service management component to efficiently handle product delivery.

- To control all information systems (sale/ demand /supplier/profit/loss) for this new system.

- To execute strategic advertising campaigns to increase awareness and promote sales.

**Scope Management**:

The scope of the project includes:

- Requirement gathering and analysis

- System design and architecture development

- Software development and testing

- Implementation and deployment

- Training for store staff

- Ongoing maintenance and support

**Time Management:**

The project timeline is estimated as follows:

- Requirement gathering and analysis: **2 weeks**

- System design and architecture development: **3 weeks**

- Software development and testing: **8 weeks**

- Implementation and deployment: **2 weeks**

- Training for store staff: **Ongoing**

- Maintenance and support: **Ongoing**

**Budget or Cost Management:**

The budget for the project will be allocated towards:

- Development resources (e.g., software engineers, designers)

- Software and hardware infrastructure

- Advertising and marketing expenses

- Training costs

- Maintenance and support contracts

**Quality Management:**

Quality management is essential for ensuring that the "JJ" Store Market sales system meets the highest standards of performance, reliability, and customer satisfaction. This Quality Management Plan outlines the processes, procedures, and responsibilities for managing quality throughout the project lifecycle.

Quality assurance activities will be conducted throughout the project lifecycle to ensure that the developed system meets the specified quality standards. **These activities** include:

- **Requirements validation**: Ensuring that all requirements are clear, complete, and aligned with customer expectations.

- **Design reviews**: Conducting regular reviews of system designs to identify and address any potential issues or discrepancies.

- **Code reviews**: Performing code reviews to ensure code quality, adherence to coding standards, and maintainability.

- **Testing**: Comprehensive testing will be conducted at each stage of development, including unit testing, integration testing, system testing, and user acceptance testing.

- **Documentation**: Ensuring that all project documentation, including requirements specifications, design documents, test plans, and user manuals, are accurate, up-to-date, and accessible to all stakeholders.

- **Change management:** Implementing a structured change management process to assess the impact of proposed changes on quality, schedule, and budget before approval and implementation.

The following roles and responsibilities are defined for quality management:

- **Project Manager:** Overall responsibility for ensuring that quality management processes are defined, implemented, and adhered to throughout the project.

- **Quality Assurance Team:** Responsible for developing and implementing quality assurance processes and procedures, conducting reviews and inspections, and ensuring compliance with quality standards.

- **Development Team**: Responsible for producing high-quality deliverables in accordance with the defined quality standards and processes.

- **Testing Team:** Responsible for designing and executing test cases, identifying defects, and verifying that the system meets the specified requirements and quality standards.

**Human Resource Management:**

Human Resource Management (HRM) plays a crucial role in the successful development and implementation of the sales system for "JJ" Store Market. This HRM Plan outlines the strategies, processes, and responsibilities for managing the human resources involved in the project.

HR planning will involve identifying the roles and responsibilities required for the project, assessing the current workforce capabilities, and determining any skill gaps that need to be addressed through recruitment or training. Key considerations include:

- Identifying project roles and responsibilities, including project manager, developers, testers, designers, and support staff.

- Assessing the availability of internal resources and determining the need for external recruitment or outsourcing.

- Developing a staffing plan that outlines the recruitment, selection, and onboarding processes for new team members.

- Identifying training and development needs for existing team members to ensure they have the skills and knowledge required for the project.

Training and development programs will be implemented to enhance the skills and capabilities of the project team. This includes:

- Providing technical training on relevant tools, technologies, and methodologies used in the project.

- Offering soft skills training to improve communication, teamwork, problem-solving, and leadership skills.

- Encouraging continuous learning and professional development through workshops, seminars, and certifications.

- Monitoring the effectiveness of training programs and adjusting them as needed to meet evolving project requirements and team dynamics.

**Communication Management:**

Effective communication management is essential for ensuring clear, timely, and accurate exchange of information among project stakeholders. It involves the development, implementation, and monitoring of communication strategies and plans to facilitate project success.

We will develop a communication plan outlining the objectives, audience, messages, channels, frequency, and responsibilities for project communication. Ensure alignment with project goals and stakeholder needs.

We will update to stakeholders in a timely manner using selected communication channels. Ensure accessibility of information and provide opportunities for feedback and clarification.

**Risk Management:**

- Technical challenges: Addressed by hiring skilled developers and conducting thorough testing.

- Integration issues: Mitigated through careful planning and testing of system components.

- Budget overruns: Managed through strict budget monitoring and prioritization of features.

- Scope creep: Controlled through effective change management processes and stakeholder communication.

- Market competition: Addressed by implementing effective advertising strategies and continuously improving the system based on customer feedback.

**Procedure Management:**

Procedure management involves the development, implementation, and optimization of standardized procedures to streamline operations, improve efficiency, and ensure consistency in performance. Key aspects of procedure management include:

**Procedure Identification:** Identify the processes and tasks within the organization that can benefit from standardization and documentation.

**Procedure Development:** Develop clear, step-by-step procedures for each identified process, outlining the sequence of actions, responsibilities, and expected outcomes.

**Documentation:** Document procedures in a centralized repository accessible to all relevant stakeholders. Use standardized templates and formats for clarity and ease of reference.

**Training and Communication:** Train employees on the newly established procedures to ensure understanding and adherence. Communicate changes or updates to procedures effectively to all stakeholders.

**Stakeholder Management:**

- Owner of "JJ" Store Market

- Project Manager

- Development Team

- Store Staff

- Customers

- Suppliers

- Delivery Service Providers

**Progress Updates:**

Regular progress updates will be provided to the stakeholders through weekly meetings, status reports, and project management tools. Key milestones and deliverables will be tracked to ensure the project stays on schedule and within budget.

**Conclusion:**

The development of the sales system for "JJ" Store Market represents a significant opportunity to modernize operations, enhance customer satisfaction, and drive business growth. By adhering to the outlined project objectives, scope, and strategies, we are confident in delivering a successful solution that meets the owner's requirements and exceeds customer expectations.

**Submitted by Mg Thwin Htoo Aung**

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