

PJMT Project report

Group 9



**PROJECT CHARTER**

*BUSINESS PROCESS RE-ENGINEERING OF THE PAYMENT PROCESS OF TAPMI CANTEEN*

Version 1.0

28/11/2015

VERSION HISTORY

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Version #** | **Created**  **By** | **Revision**  **Date** | **Approved**  **By** | **Approval**  **Date** | **Comments** |
| 1.0 | Abhishek Rao | 28/11/2015 | R C Natarajan | 28/11/2015 | Initial Version |
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# General Information

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| --- | --- | --- |
| Project Title: | BUSINESS PROCESS RE-ENGINEERING OF THE PAYMENT PROCESS OF TAPMI CANTEEN | |
| Brief Project Description: | This project is to reengineer the payment process of the TAPMI Accounts Department to TAPMI Canteen such that the lead time to clear the payments is reduced by use of minimal resources. The payment process of TAPMI canteen is an internal process which we don’t get to see. It is a process we have chosen that is complex and takes a lot of time | |
| Prepared By: | Name | Function |
| Abhishek Rao | Project Manager |
| Approved By: | Name | Function |
| Dr. R. C. Natarajan | Director, TAPMI |
| Date: | November 28, 2015 | |

# Project Objective

The Objective of this project is to

* Create a reengineered process that is easy to implement and cost effective.
* To reduce the time taken by the accounts department to process the payments to the TAPMI Canteen

# Expected Business Benefits

* Increased efficiency from the usage of a single integrated system
* Improve accountability by making single set of data available to everybody
* Standardization and automation of processes
* Reduction in the paperwork involved and quicker access to data

# important dates

* Project start date : December 23 2015
* Project end date : April 7 2015

# Key Milestones and Deliverables

|  |  |
| --- | --- |
| **Milestones** | **Deliverables** |
| Kick off | * Kick off document |
| Preliminary analysis and AS IS model | * Preliminary Analysis Report containing As Is Diagram |
| Identification of key process indicators | * Process Indicator Document |
| Identification of IT enablers and IT systems. | * IT Requirement document |
| Re-engineered Model | * Reengineered Diagram |
| Implementation support | * User help Documents * Lessons Learnt Document |

# Project Scope

|  |  |
| --- | --- |
| Includes | Creation of As is process Model and Reengineered Process Model, Identification of Key process indicators, Identification of IT enablers and tools |
| Excludes | Actual implementation of the Re Engineered Process and training the Users on new process. |

# Success Criteria

The key success criteria’s are

* Decrease in payment processing time
* Reduction in paper usage
* Availability of error free, single instance of data to all stakeholders

# Methodology/Approach

* Analysis of existing processes and identification of pain points
* Requirement gathering
* Feasibility study
* Work Breakdown Structure (WBS)
* Budgeting
* Development of process flow and Gantt chart
* Planning for contingencies

# Project Resources

|  |  |
| --- | --- |
| **Project Steering Committee** | Dr. R. C. Natarajan, Prof. Madhavilatha Nandi. |
| **Sponsor** | Dr. R. C. Natarajan |
| **Project Manager** | Abhishek Rao |
| **Project Team Members** | Avisek Sarkar, Rutwik Nagwankar, Smiti Chaturvedi, Suraj Thotalu |
| **Other** | N/A |

# High Level Estimate of Project Costs

|  |  |
| --- | --- |
| **Duration** | 107 Days |
| **Project Cost** | INR 30,400 |

# Project Risks and Assumptions

|  |  |
| --- | --- |
| **Project Risks** | * Lack of system acceptance and usage by stakeholders * Errors from manual entry of data * Completeness and accuracy of data collection |
| **Assumptions** | * Availability of space for infrastructure * No additional costs for training resources * No additional manpower required * Project will be implemented by third party service provider and the implementation support hours will be billed. |

# Constraints & Dependencies

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| --- | --- |
| **Constraints** | The project constraints are the time frame, which is 4 months, and the cost, which is restricted to a maximum of INR. 35,000 |
| **Dependencies** | The project is dependent on the inputs from the accounts department and TAPMI canteen management. |

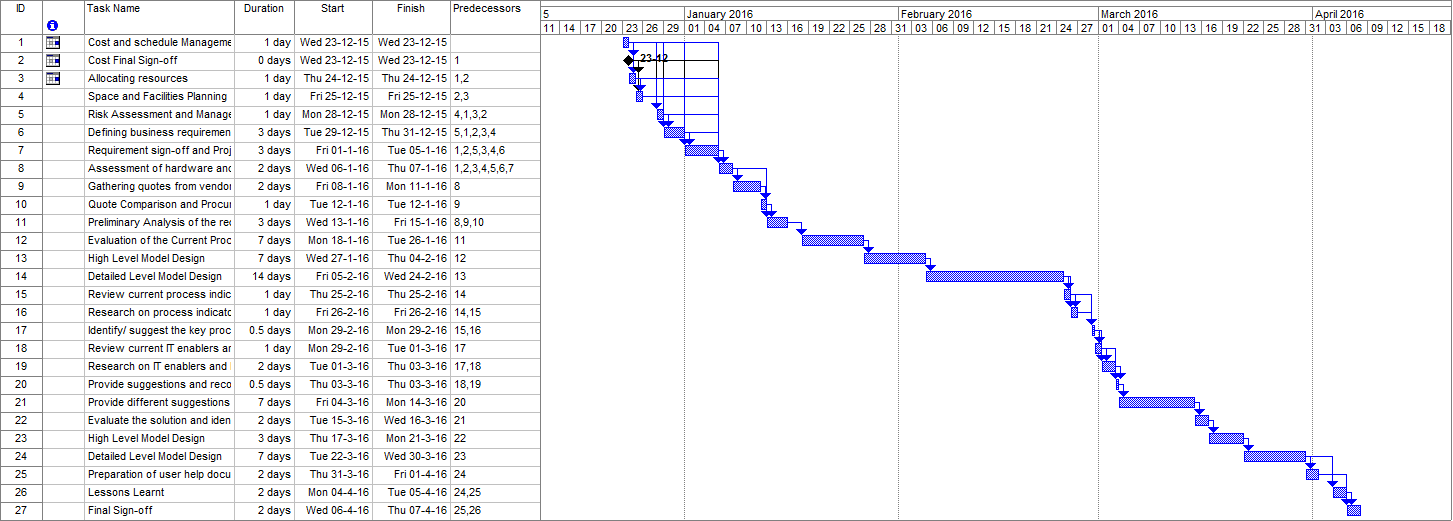
# Meetings and Communications

|  |  |  |
| --- | --- | --- |
| **Reporting** | **Frequency** | **Attendees** |
| **Meetings** |  | |
| Project Kick Off Meeting | Once | Steering Co. + PM |
| Steering Committee Meeting | Once a month | Steering Co. + PM |
| Project Team Meeting | Once a week | Project Team + PM |
| **Reports** |  | |
| Progress Report | Once a week | Sponsor, Steering Committee |
| Closure Report | Once | Sponsor, Steering Committee |

# Work Breakdown Structure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Project Name: Business process re-engineering of the payment process of tapmi canteen*** | | | | |
| **WBS** | | | | |
| **Task** | **Duration** | **Predecessor** | **Resources** | **Assigned To** |
| **1. Project Management** |  |  |  |  |
| 1.1. Cost and Schedule Management | 1 Day | None | PM and Team Members | Project Manager |
| 1.2. Cost and Schedule Sign-off | 1.1 |  | Sponsor and Steering Committee |
| 1.3. Human Resource Management |  |  |  |  |
| 1.3.1 Allocating resources | 1 Day | 1.1 | PM and Team Members | Project Manager |
| 1.4 Space and Facilities Planning | 1 Day | 1.1, 1.2 | PM and Team Members | Project Manager |
| 1.5 Risk Assessment and Management | 1 Day | 1.1 | PM and Team Members | Project Manager |
| **2. Requirement Gathering** |  |  |  |  |
| 2.1 Defining business requirements | 3 Days | 1 | Representatives from different user communities and project team | Project Manager |
| 2.2 Requirement sign-off and Project Kick-off | 1 |  | Steering Committee |
| **3. Procurement** |  |  |  |  |
| 3.1 Assessment of hardware and software requirements for the project | 2 Days | 2 | PM and Team Members | Project Manager |
| 3.2 Gathering quotes from vendors for purchase | 2 Days | 3.1 | PM and Team Members | Project Manager |
| 3.3 Quote Comparison and Procurement of assets | 1 Day | 3.2 | PM and Team Members | Project Manager |
| **4. As is Model** |  |  |  |  |
| 4.1 Preliminary Analysis of the requirements | 3 Days | 3 | Team Members | Project Manager |
| 4.2 Evaluation of the Current Process and interviewing the users | 1 Week | 4.1 | PM and Team Members | Project Manager |
| 4.3 High Level Model Design | 1 Week | 4.2 | Team Members | Project Manager |
| 4.4 Detailed Level Model Design | 2 Weeks | 4.3 | Team Members | Project Manager |
| **5. Identification of key process indicators** |  |  |  |  |
| 5.1 Review current process indicators | 1 Day | 4 | PM and Team Members | Project Manager |
| 5.2 Research on process indicators used in Industry | 1 Day | 4 | Team Members | Project Manager |
| 5.3 Identify/ suggest the key process indicators | 0.5 Day | 5.1,5.2 | Team Members | Project Manager |
| **6. Identification of IT enablers and IT systems.** |  |  |  |  |
| 6.1 Review current IT enablers and IT systems | 1 Day | 5 | PM and Team Members | Project Manager |
| 6.2 Research on IT enablers and IT systems that helps in attaining the objective | 2 Days | 5 | Team Members | Project Manager |
| 6.3 Provide suggestions and recommendations | 0.5 Day | 6.1, 6.2 | Team Members | Project Manager |
| **7 To Be Model** |  |  |  |  |
| 7.1 Provide different suggestions to reduce time and effort in the current processes | 1 Week | 6 | Team Members | Project Manager |
| 7.2 Evaluate the solution and identify one best solution | 2 Days | 7.1 | PM and Team Members | Project Manager |
| 7.3 High Level Model Design | 3 Days | 7.2 | Team Members | Project Manager |
| 7.4 Detailed Level Model Design | 1 Week | 7.3 | Team Members | Project Manager |
| **8. Closure** |  |  |  |  |
| 8.1 Preparation of user help documents | 2 days | 7 | Team Members | Project Manager |
| 8.2 Lessons Learnt | 2 days | 7 | Team Members | Project Manager |
| 8.3 Final Sign-off | 2 days | 8.1, 8.2 | Project Manager | Sponsor and Steering Committee |
| **9. Implementation Support** | - | - | Project Manager | Project Manager |

# Scheduling



# Budgeting

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| --- |
| Rates |
| All resources including the PM is considered to have a constant pay rate of Rs. 200/Day |

|  |  |  |  |
| --- | --- | --- | --- |
| ***Project Name: Business process re-engineering of the payment process of tapmi canteen*** | | | |
| **BUGDETING** | | | |
|  | Duration in Days | No of Resources | Rate |
| **1. Project Management** |  |  |  |
| 1.1. Cost and Schedule Management | 1 | 1 | 200 |
| 1.2. Cost and Schedule Sign-off |
| 1.3. Human Resource Management |  |  |  |
| 1.3.1 Allocating resources | 1 | 1 | 200 |
| 1.4 Space and Facilities Planning | 1 | 1 | 200 |
| 1.5 Risk Assessment and Management | 1 | 1 | 200 |
| **2. Requirement Gathering** |  |  |  |
| 2.1 Defining business requirements | 3 | 1 | 600 |
| 2.2 Requirement sign-off and Project Kick-off |
| **3. Procurement** |  |  |  |
| 3.1 Assessment of hardware and software requirements for the project | 2 | 1 | 400 |
| 3.2 Gathering quotes from vendors for purchase | 2 | 1 | 400 |
| 3.3 Quote Comparison and Procurement of assets | 1 | 1 | 200 |
| **4. As is Model** |  |  |  |
| 4.1 Preliminary Analysis of the requirements | 3 | 2 | 1200 |
| 4.2 Evaluation of the Current Process and interviewing the users | 5 | 4 | 4000 |
| 4.3 High Level Model Design | 5 | 4 | 4000 |
| 4.4 Detailed Level Model Design | 10 | 4 | 8000 |
| **5. Identification of key process indicators** |  |  |  |
| 5.1 Review current process indicators | 1 | 1 | 200 |
| 5.2 Research on process indicators used in Industry | 1 | 1 | 200 |
| 5.3 Identify/ suggest the key process indicators | 0.5 | 1 | 100 |
| **6. Identification of IT enablers and IT systems.** |  |  |  |
| 6.1 Review current IT enablers and IT systems | 1 | 1 | 200 |
| 6.2 Research on IT enablers and IT systems that helps in attaining the objective | 2 | 1 | 400 |
| 6.3 Provide suggestions and recommendations | 0.5 | 1 | 100 |
| **7 To Be Model** |  |  |  |
| 7.1 Provide different suggestions to reduce time and effort in the current processes | 5 | 2 | 2000 |
| 7.2 Evaluate the solution and identify one best solution | 2 | 2 | 800 |
| 7.3 High Level Model Design | 3 | 4 | 2400 |
| 7.4 Detailed Level Model Design | 5 | 4 | 4000 |
| **8. Closure** |  |  |  |
| 8.1 Preparation of user help documents | 2 | 1 | 400 |
| 8.2 Lessons Learnt | 2 | 1 | 400 |
| 8.3 Final Sign-off | 2 | 1 | 400 |
| **9. Implementation Support** | NA | 1 |  |
|  |  | Total | **₹ 30,400.00** |