



Naraway Project Management (PM) Team SOP

Purpose

To ensure smooth and timely project delivery by managing all aspects of the project and serving as the single point of contact (POC) for the client.

1. PM Assignment and Ownership

- Assign a dedicated Project Manager (PM) for each project.
- The PM takes full responsibility from project start to completion.
- The PM is the main contact for the client and handles all communications, queries, and clarifications.

2. Project Initiation

- Receive detailed project information from Sales or client handover.
- Confirm project scope, deliverables, timelines, and expectations with the client.
- Schedule a kickoff meeting with the client and internal teams.

3. Planning and Coordination

- Create a project plan with clear tasks, deadlines, and responsibilities.
- Coordinate with internal teams and external vendors as needed.
- Use project management tools to track progress and deadlines.

4. Execution and Monitoring

- Monitor daily progress and ensure tasks are completed on time.
- Address any delays or issues promptly.
- Maintain regular communication with the client providing updates and handling feedback.

5. Quality Assurance and Delivery

- Review all deliverables before sending to the client.
- Ensure deliverables meet quality standards and client requirements.
- Manage client approvals and any requested changes.

6. Project Closure

- Confirm project completion and client satisfaction.
- Conduct a post-project review to gather feedback and document lessons learned.
- Archive project documents and close the project formally.

7. Documentation

- Maintain clear records of communications, plans, approvals, and reports.
- Keep project information updated and accessible for the team.