# Roles & Responsibilities

# Directive PMO (Project Management Office)

One dedicated accountable person should be Head of PMO. There may be many project managers reporting to Head of PMO. If required, PMO Head can be project managers in some of the projects.

## Responsibilities

* Ensure every project has Latest Project Plan in place
* Ensure every project plan is baselined
* Ensure project manager sends out all project communication as per the plan
* Ensure project manager manages project risks proactively
* Ensure resources across projects are managed optimally
* Ensure project managers are provided guidance, help in project planning
* Trains project managers on Project Management Skills
* Ensure every project is conducting Lessons Learned Workshops on periodic basis
* Ensure every project is implementing the lessoned from previous phase and other projects
* Performs project audits
* Reports to senior management on overall project performance & compliance
* Maintains repository of organizational process assets (OPA)
* Create & Institutionalize Processes, Templates, Checklist, Forms, Guidelines, Standards (OPA)
* Ensure Project Managers are using OPA
* Ensure there is Quality Policy for every project and every project manager understand the same
* Develop and refine project management methodologies
* Implement PM tools for project management

## KPI

* Schedule Variance at PMO Level
* Cost Variance at PMO Level
* Resource Utilization at PMO Level
* Resource Overtime Working at PMO Level
* Unexpected Leaves at PMO Level
* No of Escalation at PMO Level
* Project Staff Satisfaction Index at PMO Level
* No of Trainings & Awareness Sessions at PMO Level
* Statistics related to OPA

# Project Manager

Every project should have an accountable person dedicated as a project manager. Project manager should be project related title (if you wish you can make it organizational title). Project manager should have some degree of control of project resources working on his project. Resources can be human resources, material, machines, vendors and expenses. In the critical hours if he had to choose between PM works and engineering work he should choose PM Work so that project is not left orphan. Any project should not have more than 10% (little scope of negotiation) of work as project management work.

## Responsibilities

* Coordinate with all stakeholders and makes a master project plan for his/her project
* Ensure s/he has an updated plan in place
* Baseline his/her project plan with the help of PMO
* Ensure daily stand-up meeting conducted and information is shared
* Ensure up to last hour update is published on information radiator
* Ensure resources are utilized properly
* Ensure critical path activities are identified and managed properly
* Ensure float of non-critical activities is utilized properly
* Ensure all stakeholders (resources, management, vendor etc) dependencies are managed properly
* Communicate effectively
* Minimize the escalations
* Ensure to deliver project within agreed project parameters
* Motivate his team members
* Ensure team is following the process
* Conduct lessons learned workshops
* Share lessons learned with PMO
* Update Management and PMO about project progress on regular basis
* Manage Project Risk Proactively
* Ensure contingency reserve is allocated and properly used
* Ensure effort is reported by every team member and is logged
* Ensure project status is update on regular basis
* Negotiate cost, schedule, scope, change request and quality with stakeholders
* Ensure quality policy is lived in the project

## KPI

* Schedule Variance
* Cost Variance
* Resource Utilization
* Resource Overtime Working
* Unexpected Leaves
* No of Escalation
* Project Staff Satisfaction Index