

LAB 11:QUALITY PROJECT MANAGEMENT

Expectations Management Matrix

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Measure of Success	Priority	Expectations	Guidelines
Scope	3	Mandatory specification and optional requirements are specifically specified in the scope statement.	Until considering optional ones, concentrate on fulfilling mandatory criteria.
Time	2	At the project completion date, there is no giving. It is important to meet any major deadline, and the timetable is very practical.	If there are any difficulties that could affect meeting schedule targets, the project sponsor and program manager must be notified.
Cost	6	Project need to be done with a minimum cost required	the guideline base on the project procurement management which include all the cost required
Quality	1	the quality of the product must be good as the expectation and fulfill the customer requirement.	Customer requirement need to be fulfilled first then make a better enhancement for a good quality
Customer Satisfaction	4	Having professional skills in handling customers such as answering questions and also being able to collaborate in with	Meet customer needs and can sort out what must be done to achieve the requirements desired by the customer

		customer and teams as well	
ROI Projection	5	ROI projection for this project expected to hit 30% within 1 year after finalization and first release	Finance Department Staffs will monitor every time and measuring cash flow and ROI.
Etc			

MEASURE OF SUCCESS	PRIORITY	EXPECTATIONS	GUIDELINES
Scope	2	The scope statement clearly defines mandatory requirements and optional requirements.	Focus on meeting mandatory requirements before considering optional ones.
Time	1	There is no give in the project completion date. Every major deadline must be met, and the schedule is very realistic.	The project sponsor and program manager must be alerted if there are any issues that might affect meeting schedule goals.
Cost	3	This project is crucial to the organization. If you can clearly justify the need for more funds, they can be made available.	There are strict rules for project expenditures and escalation procedures. Cost is very important, but it takes a back seat to meeting schedule and then scope goals.
Quality	6	Quality is important, and the expectation is that we follow our well-established processes for testing this system.	All new personnel are required to complete several in-house courses to make sure they understand our quality processes. All corporate quality standards must be followed.
Customer Satisfaction	4	Our customer expects us to act professionally, answer questions in a timely manner, and work collaboratively with them to get the project done.	All presentations and formal documents provided to the customer must be edited by a tech writer. Everyone should reply to customer requests within 24 hours.

ROI Projections	5	The business case for this project projected an ROI of 40% within two years after implementation.	Our finance department will work with the customer to measure the ROI. Meeting/exceeding this projection will help us bring in future business with this and other customers.
Etc.			