**POST PROJECT REVIEW**

**Project: AI Customer Analyzer**

**Group: 19**

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| --- | --- | --- | --- | --- |
| Release: February 2023 | |  | | |
| Date: 18 February 2023 |  | | | |
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| **PRINCE2** | | | |  |
|  | | | |  |
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| Document Ref: Post Project Review Group 19 | | | |  |
| Version No: 1.0.0 | | | |  |

# POST-PROJECT REVIEW PLAN

## 1.1 Document Location

This document is only valid on the day it was printed.

The source of the document will be found on the project's PC in location

## 1.2 Revision History

**Date of this revision:**

**Date of Next revision:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Revision date** | **Previous revision date** | **Summary of Changes** | **Changes marked** |
| 06-02-2023 |  | First issue |  |

## 1.3 Approvals

This document requires the following approvals.

Signed approval forms are filed in the Management section of the project files.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Signature** | **Title** | **Date of Issue** | **Version** |
| Dr.Yasas Jayaweera |  | Project Executive | 18-03-2023 |  |
| Gunarakulan Gunaretnam | A picture containing text, hydrozoan, night sky  Description automatically generated | Project Manager | 18-03-2023 |  |
| Kishoth Navaretnarajah | Shape  Description automatically generated | Client | 18-03-2023 |  |

## 1.4 Distribution

This document has been distributed to:

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Title** | **Date of Issue** | **Version** |
| Gunarakulan Gunaretnam (2208408) | Project Manager | 18-03-2023 |  |
| Sangeetha Thangavadivel (2135801) | Startup Manager | 18-03-2023 |  |
| Haritha Thavarajah (2211320) | Risk Manager | 18-03-2023 |  |
| Mathumitha Arasakulasoorian (2211336) | Schedule Manager | 18-03-2023 |  |
| Delaxsan Raj Sathiyanesan (2211294) | Quality Manager | 18-03-2023 |  |

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# Post-Project Review Plan

## 3 Purpose

## The purpose of the Post-Project Review Plan is to define for the Executive how and when the achievement of the project benefits can be measured. The plan is presented to the Executive at the end of the project. The program must cover the effort to determine whether the expected benefits of the product(s) have been realized and whether the product(s) has caused any problems. Each expected benefit has to be assessed for its achievement level or any additional time needed for the help to materialize. Use of the product may have brought unexpected side effects, either beneficial or adverse. Time and effort have been allowed to document explanations of why these side effects were not foreseen. The plan must include time for recommendations on realizing or improving benefits or countering problems.

## 4 Measurement of Achievement of Expected Benefits

* Improved customer experience.
* Increased sales revenue.
* Improved employee productivity.
* Improved inventory management.
* Improved supply chain management.

## 5 Timing of Measurements

* Customer experience: 6 months after product launch
* Sales revenue: Monthly for the first year after the product launch
* Employee productivity: 6 months after product launch
* Inventory management: Monthly for the first year after the product launch
* Supply chain management: Quarterly for the first year after the product launch

## 6 Required Resources

* Customer feedback survey tool
* Sales data analysis tool
* Employee time tracking tool
* Inventory management tool
* Supply chain management tool

## 7 Other Areas for Consideration

User reaction to the product will be an essential consideration. User feedback will be gathered through surveys and focus groups. Any issues or concerns users raise will be addressed and considered in the final report. Additionally, any unexpected side effects of the product will be documented and analyzed, with recommendations made for managing or taking advantage of them.