**Lab Exercise- Managing the Loan Application Review and Decision Process for RMG Factories in MS Project 2021**

**Scenario:**

You are responsible for overseeing the **Loan Application Review and Decision Process** for multiple Ready-Made Garment (RMG) factories in Bangladesh. The project involves reviewing the loan applications submitted by the factories, conducting credit assessments, coordinating with the bank’s loan committee, and communicating decisions to applicants. This project must be completed in a timely and structured manner due to the high volume of applications.

Your task is to create a detailed project plan to manage this process effectively using **MS Project 2021**, ensuring deadlines are met, and resources are allocated efficiently.

**Objectives:**

1. Structure the loan review process into manageable tasks with dependencies, milestones, and deadlines.
2. Assign resources for each review task, including credit analysts, loan officers, and committee members.
3. Track progress, deadlines, and bottlenecks using Gantt charts and other visualization tools.
4. Monitor resource utilization and adjust allocations as needed.
5. Generate reports to track the status of loan applications and decisions.

**Exercise Steps:**

**Step 1: Setting Up the Project**

1. **Create a New Project**:
   * Open MS Project 2021.
   * Set the project start date to **November 1, 2024**.
   * Name the project: **Loan Review Process for RMG Factories**.
2. **Project Calendar**:
   * Set the project calendar as a **6-day workweek** (Monday to Saturday), working from **9 AM to 6 PM**.
   * Account for non-working public holidays based on the Bangladesh calendar (e.g., Eid holidays).

**Step 2: Defining the Loan Review Process Tasks**

1. **Work Breakdown Structure (WBS)**:
   * Break down the loan review process into distinct tasks. Below is an example WBS structure:
     1. **Application Intake** (5 days)
        + Receive loan applications from factories (3 days)
        + Initial documentation verification (2 days)
     2. **Credit Assessment** (15 days)
        + Credit history review (5 days)
        + Financial analysis of the factory (6 days)
        + Site visit and factory assessment (4 days)
     3. **Loan Committee Review** (10 days)
        + Prepare review documents for loan committee (2 days)
        + Loan committee meeting and decision (3 days)
        + Post-decision documentation (5 days)
     4. **Decision Communication** (7 days)
        + Inform approved applicants (3 days)
        + Inform rejected applicants with feedback (4 days)
     5. **Post-Approval Processes** (optional, 10 days)
        + Legal document preparation (5 days)
        + Disbursement of funds (5 days)
2. **Set Task Durations and Dependencies**:
   * Assign durations to each task and set up dependencies using **Finish-to-Start (FS)** relationships.
   * For example, the **Credit History Review** must be completed before starting the **Financial Analysis**.

**Step 3: Resource Assignment**

1. **Define Resources**:
   * Go to the **Resource Sheet** and enter key resources for the project:
     + **Loan Officers** (3 officers, $75/hour)
     + **Credit Analysts** (2 analysts, $80/hour)
     + **Loan Committee Members** (5 members, $90/hour)
     + **Administrative Support** ($50/hour for decision communication)
2. **Assign Resources to Tasks**:
   * Assign **Loan Officers** to the **Application Intake** tasks.
   * Assign **Credit Analysts** to the **Credit Assessment** tasks.
   * Assign **Loan Committee Members** to the **Loan Committee Review** task.
   * Assign **Administrative Support** for the **Decision Communication** task.

**Step 4: Defining Milestones**

1. **Key Milestones**:
   * Set milestones to track important phases:
     + **Applications Received** (after Application Intake)
     + **Credit Assessments Complete**
     + **Loan Committee Decision**
     + **Decision Communication Complete**
     + **Post-Approval Processes Complete** (optional)
2. **Set Task Constraints**:
   * For critical tasks like **Loan Committee Decision**, use constraints like **Must Finish On** to ensure deadlines are met.

**Step 5: Monitoring Progress**

1. **Tracking Task Progress**:
   * Use the **Gantt Chart** to update the progress for each task as the project proceeds.
   * Mark tasks as **complete** when finished (e.g., once the **Credit History Review** is completed, update its status to 100%).
2. **Tracking Gantt**:
   * Use the **Tracking Gantt** to compare planned vs. actual timelines. This helps in identifying any delays in the process.
3. **Baselining the Project**:
   * After entering all tasks, durations, and resources, **set a project baseline** to track deviations from the original plan.

**Step 6: Managing Resource Allocation**

1. **Monitor Resource Usage**:
   * Use the **Resource Usage View** to monitor how resources (e.g., **Loan Officers**, **Credit Analysts**) are allocated across tasks.
   * Identify if any resources are overallocated (e.g., assigned to more than one task at the same time).
2. **Level Resources**:
   * Use the **Resource Leveling** feature to automatically adjust the project schedule to resolve overallocation issues without extending task durations excessively.
3. **Cost Tracking**:
   * Switch to the **Cost Table** in the Gantt Chart to monitor resource costs for each task.
   * Adjust task assignments if necessary to stay within budget.

**Step 7: Risk Management with What-If Analysis**

1. **Inactivate Non-Critical Tasks**:
   * For what-if analysis, temporarily **inactivate** non-critical tasks like **Post-Approval Processes** to see how it impacts the overall schedule.
   * Right-click on a task (e.g., **Legal Document Preparation**) and select **Inactivate Task** to remove its effect on the timeline.
2. **Re-activate Tasks**:
   * After the analysis, right-click the task again and **reactivate** it to restore it to the project plan.

**Step 8: Custom Reports for Loan Review Process**

1. **Generate a Custom Loan Review Status Report**:
   * Go to **Report** → **New Report** → **Table**.
   * Create a custom report showing the following fields:
     + Task Name
     + Start and Finish Dates
     + % Complete
     + Assigned Resources
     + Cost
   * Filter the report to show only the **key tasks** (e.g., **Credit History Review**, **Loan Committee Review**).
2. **Create a Progress Report for Stakeholders**:
   * Use the **Visual Reports** feature to create a **progress report** showing the current status of loan applications and key decisions made.

**Step 9: Communicating Progress and Final Project Closure**

1. **Timeline for Decision Communication**:
   * Use the **Timeline View** to add key milestones and tasks related to **Decision Communication**.
   * Customize the timeline to make it presentable to stakeholders (e.g., color-code important dates for loan approvals and rejections).
2. **Project Closure**:
   * Once the final **Decision Communication** is complete, mark the project as **closed**.
   * Perform a **post-review analysis** to document the lessons learned and any challenges encountered during the loan review process.

**Submission:**

Save your project file as **LoanReviewProcessRMG.mpp** and submit it for review. Ensure all key tasks, dependencies, milestones, and reports are accurately captured.

Below is the **resource sheet** and a **Gantt chart table** for the **Loan Application Review and Decision Process** for multiple RMG factories. This includes task names, durations, predecessors, assigned resources, and costs. I'll break it down into two sections:

**Resource Sheet:**

| **Resource Name** | **Type** | **Max Units** | **Standard Rate** | **Overtime Rate** | **Cost/Use** | **Group** |
| --- | --- | --- | --- | --- | --- | --- |
| Project Manager | Work | 1 | $100/hour | $150/hour | $0 | Management |
| Loan Officer | Work | 3 | $75/hour | $112.5/hour | $0 | Loan Review Team |
| Credit Analyst | Work | 2 | $80/hour | $120/hour | $0 | Credit Team |
| Loan Committee Member | Work | 5 | $90/hour | $135/hour | $0 | Loan Committee |
| Administrative Support | Work | 1 | $50/hour | $75/hour | $0 | Admin Support |

**Gantt Chart Table:**

| **Task Name** | **Duration** | **Start Date** | **Finish Date** | **Predecessor** | **Resource Name** | **Cost** |
| --- | --- | --- | --- | --- | --- | --- |
| **Project Initiation** | 7 days | 11/1/2024 | 11/9/2024 |  | Project Manager | $5,600 |
| Stakeholder Identification | 2 days | 11/1/2024 | 11/2/2024 |  | Project Manager | $1,600 |
| Kick-off Meeting | 1 day | 11/3/2024 | 11/3/2024 | 1 | Project Manager | $800 |
| Define Project Charter | 4 days | 11/4/2024 | 11/7/2024 | 2 | Project Manager | $3,200 |
| **Application Intake** | 5 days | 11/10/2024 | 11/14/2024 |  | Loan Officer | $9,000 |
| Receive Loan Applications | 3 days | 11/10/2024 | 11/12/2024 |  | Loan Officer | $6,750 |
| Initial Documentation Verification | 2 days | 11/13/2024 | 11/14/2024 | 5 | Loan Officer | $2,250 |
| **Credit Assessment** | 15 days | 11/15/2024 | 12/5/2024 | 5,6 | Credit Analyst | $24,000 |
| Credit History Review | 5 days | 11/15/2024 | 11/21/2024 |  | Credit Analyst | $8,000 |
| Financial Analysis | 6 days | 11/22/2024 | 11/29/2024 | 8 | Credit Analyst | $9,600 |
| Site Visit and Factory Assessment | 4 days | 11/30/2024 | 12/5/2024 | 9 | Credit Analyst | $6,400 |
| **Loan Committee Review** | 10 days | 12/6/2024 | 12/15/2024 | 10 | Loan Committee Member | $54,000 |
| Prepare Documents for Review | 2 days | 12/6/2024 | 12/7/2024 |  | Loan Officer | $1,500 |
| Loan Committee Meeting & Decision | 3 days | 12/8/2024 | 12/10/2024 | 12 | Loan Committee Member | $13,500 |
| Post-Decision Documentation | 5 days | 12/11/2024 | 12/15/2024 | 13 | Loan Officer | $3,750 |
| **Decision Communication** | 7 days | 12/16/2024 | 12/24/2024 | 14 | Administrative Support | $3,500 |
| Inform Approved Applicants | 3 days | 12/16/2024 | 12/18/2024 |  | Administrative Support | $1,500 |
| Inform Rejected Applicants | 4 days | 12/19/2024 | 12/24/2024 | 16 | Administrative Support | $2,000 |
| **Post-Approval Processes** | 10 days | 12/26/2024 | 1/6/2025 | 17 | Loan Officer, Admin | $7,500 |
| Legal Document Preparation | 5 days | 12/26/2024 | 12/30/2024 |  | Loan Officer | $3,750 |
| Disbursement of Funds | 5 days | 1/1/2025 | 1/6/2025 | 18 | Administrative Support | $3,750 |