

LAB 11:QUALITY PROJECT MANAGEMENT

(Submit your Lab assignment at ulearn with group of 2-4 students)

1. Explain briefly the project **quality management process and output** in planning, executing, monitoring and controlling the artificial intelligence project.

Planning - Develop project charter and preliminary project scope statement.

Executing - Develop project management plan to satisfy the project specifications.

Monitoring and Controlling - Direct and manage project execution together with tracking the actual project performance with the planned project management activities

2. Prepare the Expectations Management Matrix (EMM) for your AI Project Management using EMM below and with the given sample in Table 1.

Expectations Management Matrix

Prepared by: Previna a/p Munuganan

Date: 2/1/2021

Measure of Success	Priority	Expectations	Guidelines
Scope	2	Scope of the project should not differ a lot from the customers needs and requirements to have a good satisfaction from the customer and quality assured system.	The scope of the project must be strictly followed to ensure the desired end result and completion of the project. Scope includes the needs, objectives and goals, and constraints of the project to be followed accordingly.
Time	1	The time allocation of the project should not be too packed or too loose. in order to have a project with good quality as there will be no rush and delays in completing the project.	The total time allocation of the project must be followed. The time spent to complete every phase of the project must be lower or equal to the time allocated during the planning phase.
Cost	3	All costs must be covered within the set budget. All expenses must be thoroughly reviewed and any unwanted expenditure should be avoided at all costs. There should not be any additional cost due to poor quality control.	Strictly follow budget limits and plan expenses beforehand. Focus on investing to control quality. Avoid anything that would add additional cost incurred due to failure to control quality.
Quality	4	Project must be delivered with good quality. Testing	All employees/team members should be

		and validation should help detect issues in the system and is corrected before being delivered to our client.	aware of quality procedures and processes and should not be limited to only the knowledge of project managers and higher officials. Every step in the quality processes should be paid full attention to.
Customer Satisfaction	6	Customer expects us to give progress about the system throughout the project. The Customer also wants us to collaborate with the Bank Customer Service Department to understand the business understanding to create a system that satisfies their customers needs.	Give progress reports to the customers every month. Keep them updated about any important decisions that were to be taken during the project. Consult the Bank Customer Service Department before choosing the dataset.
ROI Projection	7	ROI is used to decide whether it makes sense to undertake the mission. These figures are then used to understand the possibility and, finally, to determine if the plan should go forward.	Expected ROI is measured before the launch of the project, and the Actual ROI is calculated after the end of the project, and uses final costs and profits to assess how much value the project has made relative to what has been projected.
Validation	5	System testing, such as error handling and bug resolving should be done to ensure the system is working well and is functional.	Validation process must be done step by step. No steps should be skipped. Each step should be focused on thoroughly to

			ensure the quality of the system is reliable.
--	--	--	-----------------------------------------------------

Table 1. Expectations Management Matrix

EXAMPLE TABLE:

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.			