**Final report**

**PMGT2007M**

**Project By:**

**JIGYASA SHARMA -219664380**

Project Name - **Door step Salon Services**

Our mission is to launch doorstep beauty services providing the public with the facilities where beauty services and products can be affordable to their doorstep. Our purpose is to supply where customer can book service easily and enjoy beauty treatment at the home. The overall goals and objectives are to provide the business with all beauty services and beauty products to the customer at the comfort of their home. The services of this project are manicures, pedicures, facials, haircuts ,body waxing, hot stone therapy, body wraps and beauty products.

**Stakeholders Identified:**

# **Scope**

This project will grow the company of providing beauty services at customers' doorsteps, as well as establish an advertising plan to grow the client base and sustain customer happiness. When all deliverables are completed within the timeframe of four months and within the budget of $20,000, the project will be considered a success.

On a top level, we'll be assisting the project's task by disbursing parts to project manager affiliates, such as gathering all the equipment and supplies required to facilitate at doorsteps. The project's high-level deliverables will include promoting brand identification as well as marketing capabilities.

Project Acceptance Criteria

* Successful implementation of training programs
* Successful development and testing of online Application
* Services should be affordable
* Providing services in an ethical and professional way.

**Risks Identified** - Developing, establishing, and maintaining a market is one of the most evident risks, given many similar service organizations currently exist and succeed in the area.

**Progress and deliverables on the project:**

|  |  |  |
| --- | --- | --- |
| **Original Date** | **Tasks to be accomplished** | **Actual Date** |
| Sept 15, 2021 | Project Research | Task accomplished as planned |
| Sept 22, 2021 | Project Charter & Scope Statement | Executed as Project baseline |
| Sept 29, 2021 | WBS and Network Diagram | Well defined WBS and network system |
| Oct 5, 2021 | Risk Management | Management assignment Risk action plans |
| Oct 12, 2021 | Resource Management Plan | All resources accumulated according to budget |
| Oct 19, 2021 | Requirement’s document | Ready and followed |
| Oct 29, 2021 | Scope Management Plan | Defined and structured according to project baseline |
| Dec 01st, 2021 | Change Management Plan | Define change request plan to be followed to necessitate changes |

**Schedule Milestones**

Customer happiness is the key value of this doorstep Salon services business, and all goals and objectives have a direct influence on business success, thus all workers will be required to support the moto of customer pleasure as our priority.

|  |  |
| --- | --- |
| **Schedule Milestones** | **Achieved date** |
| Business plan layout | Sept 17, 2021 |
| Allocating Budget | Sept 24, 2021 |
| Distributing responsibilities | Sept 25, 2021 |
| Collect Resources | Oct 3, 2021 |
| Advertising | Oct 8, 2021 |
| Trainings | Oct 9, 2021 |
| Hiring | Oct 14, 2021 |
| Create an application | Nov 4, 2021 |
| Market set up | Nov 16, 2021 |
| Opening day | Dec 9, 2021 |

**Requirements**

The Requirement document presents the key functional and non-functional requirement to implement Doorstep Salon Services project. We have mentioned current industry processes and have mentioned proposed processes as well. The project scope and business driver has been clearly presented in detail in this requirement document.

**Functional Requirements**

Build up an App so that Clients should be able to connect and book appointments easily

An App should be designed easy to use and serve to reserve specific time slots at their doorstep.  
A feature to be designed in app to help customers reserve a specific employee.

Customer shall be able to evaluate the employee of the salon.  
Customer shall be able to see the available time (schedule) of the employee, reserve a time slot.

**Priority**

The classifications are used to categorize the criteria in this document:

|  |  |  |
| --- | --- | --- |
| **Value** | **Rating** | **Description** |
| 1 | Critical | Website and mobile app development |
| 2 | High | Advertisement and hiring |
| 3 | Medium | Training professionals, Maintenance and procurement of Resources and products |
| 4 | Low | Set up of subscription box business |
| 5 | Future | Addition of services and establishing and increasing the market base to other neighbouring cites and provinces. Open up Salon’s at few popular markets |

**Non-Functional Requirements**

|  |  |
| --- | --- |
| **ID** | **Requirement** |
| NFR 1 | Performance-It includes response, time, utilization etc. Our team will perform good. |
| NFR 2 | Maintainability- We will maintain our work. |
| NFR 3 | Environmental- We use most of the products which are environmentally friendly. |
| NFR 4 | Quality-Our team ensures quality work. |
| NFR 5 | Availability- Customers will be our first priority so we will be available at any time for services as like our project door to door services. |
| NFR 6 | Recoverability-Requests should be processed within very short time. |
| NFR 7 | Reliability- It is responsible to maintain customers. |

**Scope Baseline**

* Scope- providing doorstep beauty services with maximum customer satisfaction
  + Regular discounts are used to increase and encourage consumer pleasure.
  + On a regular basis, providing transparent feedback and performance reviews
* Timeline – 1 year
* Budget -20000$
* Communication - Managers, Team leads and Stakeholders

**Change Management Plan**: The change request will be handled according to the procedures and standards outlined below. The request for a change will be recorded in the change management matrix.

The following statuses will be assigned to the CR:-

|  |  |
| --- | --- |
| Status | Description |
| Work in Progress | CR approved, assigned, and work is progressing |

Change requests will be prioritised on categories

Change Control Board

|  |  |  |
| --- | --- | --- |
| **Role** | **Name** | **Description** |
| *Manager* | Jigyasa Sharma | Change Request initiator and executor |
| *Change Manager* | Jinal Kumar | Change Request Approval |
| *Change Manager #2 (Marketing Strategy)* | Kajal & Somya | Marketing strategy Designer |
| *Change Manager #2 (Technical Leads)* | Jashan & Aman | Payment Technology integration |

Change Request Form to be used to be used to raise changes:

|  |  |  |
| --- | --- | --- |
| **Project Name** | DOORSTEP SALON SERVICES | |
| **Request ID** |  | |
| **Requested by** | NAME | DATE |
| **Change description** |  | |
| **Reason of change** |  | |
| **Impact of change on Project baseline** | * Scope: * Timeline: * Budget: * Resourcing: * Communications: * Others: | |
| **Action Plan:** | | |
| **Approved by :** | **Date:** | |

**Reference**

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Landau, P., & Landau, P. (2021). Project Scope Statement: Include These 7 Things. Retrieved 3 November 2021, from <https://www.projectmanager.com/blog/project-scope-statement>

Lauer, T. (2010). *Change management*. Springer Berlin Heidelberg.

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(2021). Retrieved 7 December 2021, from <https://www.projectcubicle.com/stakeholder-identification/#:~:text=Stakeholder%20identification%20is%20an%20initial,be%20affected%20by%20a%20project.&text=They%20often%20influence%20projects%20with%20their%20expectations%20and%20needs>.