Term Project Final Presentation

Arthrex Storefront & Wellness Center

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Purpose and Scope

- Manage day to day transactions at the Apparel Store and Cafe, as well as manage classes at the Wellness center
- Complete the project in 9-months with a budget of $250,000
- Key Stakeholder Teams: Marketing, Technology, Finance, Implementation

Specifications:

- Arthrex does not want to manage cash for transactions
- Guests to the Arthrex campus need a way to purchase food and/or apparel
- Employees need a way to make purchases directly from payroll
- A way to effectively manage class and personal trainer bookings

Project Network

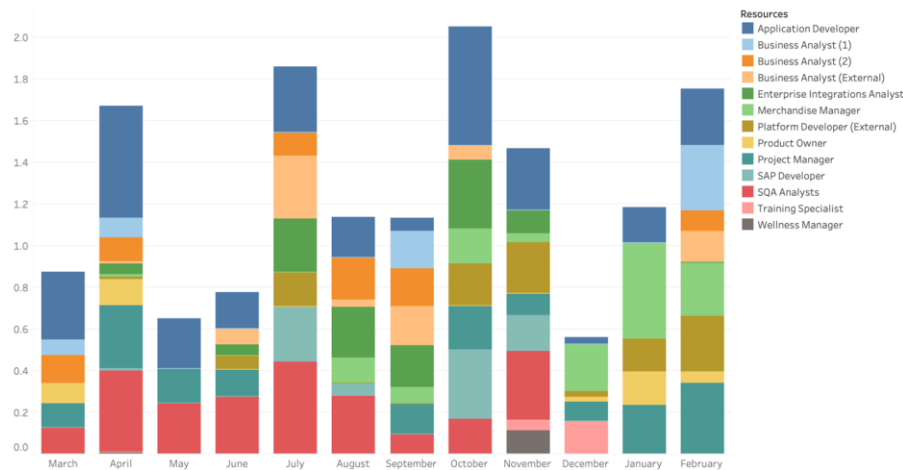| Task	Duration	Start	Finish
Arthrex Storefront & Wellness	**250 days**	**Fri 3/17/23**	**Thu 2/29/24**
1. Management	**29 days**	**Fri 3/17/23**	**Wed 4/26/23**
Develop Project Charter	10 days	Fri 3/17/23	Thu 3/30/23
Identify Stakeholders	9 days	Fri 3/31/23	Wed 4/12/23
Develop Project Planning and Scheduling	18 days	Fri 3/31/23	Tue 4/25/23
Develop Quality and Risk Metrics	7 days	Fri 3/31/23	Mon 4/10/23
Kick-Off Meeting	1 day	Wed 4/26/23	Wed 4/26/23
2. Hardware	**25 days**	**Fri 3/17/23**	**Thu 4/20/23**
POS Hardware Installation and Testing	25 days	Fri 3/17/23	Thu 4/20/23
3. Software	**115 days**	**Fri 4/21/23**	**Thu 9/28/23**
Configure POS Software	46 days	Fri 4/21/23	Fri 6/23/23
Integrate POS System	14 days	Mon 6/26/23	Thu 7/13/23
Develop Mobile Access	12 days	Mon 6/26/23	Tue 7/11/23
Develop Desktop Access	12 days	Mon 6/26/23	Tue 7/11/23
Integration with Employee Payroll	20 days	Fri 7/14/23	Thu 8/10/23
Integrate Inventory Control	20 days	Fri 8/11/23	Thu 9/7/23
Purchasing SAP	15 days	Fri 9/8/23	Thu 9/28/23
4. Networking	**71 days**	**Wed 7/12/23**	**Wed 10/18/23**
Network Connectivity Setup	8 days	Fri 9/29/23	Tue 10/10/23
Testing Network	6 days	Wed 10/11/23	Wed 10/18/23
Setup Arthrex Custom Configuration	18 days	Wed 7/12/23	Fri 8/4/23
5. Unit Testing	**10 days**	**Thu 10/19/23**	**Wed 11/1/23**
Test POS Software	10 days	Thu 10/19/23	Wed 11/1/23
Test Wellness Calendar	9 days	Thu 10/19/23	Tue 10/31/23
Test Integration System	9 days	Thu 10/19/23	Tue 10/31/23
6. User Acceptance Testing	**15 days**	**Wed 11/1/23**	**Tue 11/21/23**
POS Software User Acceptance Test	14 days	Thu 11/2/23	Tue 11/21/23
Wellness Calendar User Acceptance Test	9 days	Wed 11/1/23	Mon 11/13/23
Integration System User Acceptance Test	9 days	Wed 11/1/23	Mon 11/13/23
7. Technical Go-Live	**25 days**	**Wed 11/22/23**	**Tue 12/26/23**
Technical Go-Live	4 days	Wed 11/22/23	Mon 11/27/23
POS System Training	21 days	Tue 11/28/23	Tue 12/26/23
Wellness Calendar Training	7 days	Tue 11/28/23	Wed 12/6/23
8. Business Go-Live (Official Launch)	**34 days**	**Wed 12/27/23**	**Mon 2/12/24**
Business Go-Live (Official Launch)	34 days	Wed 12/27/23	Mon 2/12/24
9. Performance Check	**13 days**	**Tue 2/13/24**	**Thu 2/29/24**
System Check	8 days	Tue 2/13/24	Thu 2/22/24
Measure Customer Satisfaction	5 days	Fri 2/23/24	Thu 2/29/24
Create KPI Review	5 days	Fri 2/23/24	Thu 2/29/24
Create Reviews for Payroll, Booking, and Apparel	3 days	Tue 2/13/24	Thu 2/15/24
Document Lessons Learned	7 days	Tue 2/13/24	Wed 2/21/24

Costs and Resources

- $250,000 Budget
- 12 internal, 2 external
- $100,000 statement of work

Resource Histogram

	Cost Baseline Arthrex Storefront and Wellness Center 5/2/2023								
Arthrex Storefront and Wellness Center	**Internal**	**$/hour**	**Internal**	**External**	**$/hour**	**External**	**Total**	**Non-labor $**	**Total Cost**
WBS Categories	**Labor**		**$ Total**	**Labor**		**$ Total**	**Labor**		
1. Initiating	38	$ 45	$ 1,710			$ -	$ 1,710		$ 1,710.00
Develop Project Charter	38	$ 45	$ 1,710			$ -	$ 1,710		$ 1,710.00
2. Planning	129	$ 45	$ 5,805	4	$ 137.50	$ 550	$ 6,355		$ 6,355.00
Identify Stakeholders	21	$ 45	$ 945			$ -	$ 945		$ 945.00
Develop Planning and Scheduling	47	$ 45	$ 2,115			$ -	$ 2,115		$ 2,115.00
Develop Risk and Quality metrics	28	$ 45	$ 1,260			$ -	$ 1,260		$ 1,260.00
Kick of Meeting	33	$ 45	$ 1,485	4	$ 137.50	$ 550	$ 2,035		$ 2,035.00
3. Executing	1,941	$ 45	$ 87,341	280	$ 139.96	$ 39,150	$ 126,491	$ 100,000	$ 226,490.50
POS Hardware Installation and Testing	217	$ 45	$ 9,765			$ -	$ 9,765		$ 9,765.00
Configure POS Software	225	$ 45	$ 10,125			$ -	$ 10,125	$ 100,000	$ 110,125.00
Integrate POS System	68	$ 45	$ 3,060			$ -	$ 3,060		$ 3,060.00
Developing Mobile Access	37	$ 45	$ 1,665	43	$ 136.63	$ 5,875	$ 7,540		$ 7,540.00
Developing Desktop Access	32	$ 45	$ 1,440	40	$ 137.50	$ 5,500	$ 6,940		$ 6,940.00
Integration with Employee Payroll	141	$ 45	$ 6,345			$ -	$ 6,345		$ 6,345.00
Integrate Inventory Control	181	$ 45	$ 8,145			$ -	$ 8,145		$ 8,145.00
Purchasing SAP	83	$ 45	$ 3,735	24	$ 125.00	$ 3,000	$ 6,735		$ 6,735.00
Network Connectivity Setup	18	$ 45	$ 810	20	$ 125.00	$ 2,500	$ 3,310		$ 3,310.00
Network Connectivity Test	86	$ 45	$ 3,870			$ -	$ 3,870		$ 3,870.00
Setup Athrex Custom Configuration	91	$ 45	$ 4,095	27	$ 125.00	$ 3,375	$ 7,470		$ 7,470.00
POS Software Test	57	$ 45	$ 2,565	18	$ 150.00	$ 2,700	$ 5,265		$ 5,265.00
Test Wellness Calendar	57	$ 45	$ 2,565	20	$ 150.00	$ 3,000	$ 5,565		$ 5,565.00
Test Integration System	111	$ 45	$ 4,995			$ -	$ 4,995		$ 4,995.00
POS Software User Acceptance Test	65	$ 45	$ 2,925	20	$ 150.00	$ 3,000	$ 5,925		$ 5,925.00
Wellness Calendar User Acceptance Test	37	$ 45	$ 1,665			$ -	$ 1,665		$ 1,665.00
Integration System User Acceptance Test	37	$ 45	$ 1,665			$ -	$ 1,665		$ 1,665.00
Technical Go Live	52	$ 45	$ 2,340	20	$ 150.00	$ 3,000	$ 5,340		$ 5,340.00
Training POS System Based	48	$ 45	$ 2,160			$ -	$ 2,160		$ 2,160.00
Training Wellness Calendar Based	20	$ 45	$ 900			$ -	$ 900		$ 900.00
Business Go-Live	277.9	$ 45	$ 12,506	48.0	$ 150.00	$ 7,200	$ 19,705.50		$ 19,705.50
4. Monitoring and Controlling	89	$ 45	$ 4,005	53	$ 139.15	$ 7,375	$ 11,380		$ 11,380.00
System Check	69	$ 45	$ 3,105	50	$ 140.00	$ 7,000	$ 10,105		$ 10,105.00
Measure Customer Satisfaction	20	$ 45	$ 900	3	$ 125.00	$ 375	$ 1,275		$ 1,275.00
5. Closing	85	$ 45	$ 3,825	2	$ 125.00	$ 250	$ 4,075		$ 4,075.00
Create KPI Review	22	$ 45	$ 990	2	$ 125.00	$ 250	$ 1,240		$ 1,240.00
Create Payroll, Bookings, Apparel Review	21	$ 45	$ 945			$ -	$ 945		$ 945.00
Document Lessons Learned	42	$ 45	$ 1,890			$ -	$ 1,890		$ 1,890.00
Subtotal	2,282		$ 102,686	339		$ 47,325	$ 150,011	$ 100,000	$ 250,010.50
Reserves			$ 10,269			$ 4,733	$ 15,001	$ 10,000	$ 25,001.00
Total			$ 112,954			$ 52,058	$ 165,012	$ 110,000	$ 275,011.55

Risk Probability/Impact Matrix & List of Risks

Probability/Impact Matrix
5/2/2023

Probability	low	medium	high
high	Risk 11		Risk 4
medium	Risk 12	Risk 3 Risk 5 Risk 7 Risk 10	
low	Risk 2 Risk 6	Risk 9	Risk 1 Risk 8 Risk 13

Impact

List of Risks:

- Integration
- Guest Purchases
- Payroll Purchases
- System Readiness
- Customer Experience
- Vendor Performance
- Organizational Change
- Self Service Checkout
- New Technology
- Technical Software Issues
- Launch Delay
- Improper Training
- Data Security Breach
- Lack of Availability of the Building

Summary of Results

- Completion
  - Target - 9 months to launch (270 days)
  - Expected - 8.3 months launch (250 days)
- Budget
  - Target - $250,000
  - Expected - $250,000
- Resources
  - Two external members & 12 internal team members
  - Internal resources were $45 on average, while the data analyst and platform developer were $125 & $150 respectively.
- Risk Summary
  - 2 positive risks and 12 negative risks identified.
  - 5 risks in the high zone, 7 in the medium, and 2 in the low.

Conclusion

After completing the Arthrex Storefront and Wellness Center, some of the lessons we learned were...

- The Arthrex Storefront & Wellness project presented an opportunity to increase market potential and profitability
- Defining clear goals and expectations of the project to ensure alignment and understanding among stakeholders.
- Behind the scenes of project creation within a business, and the moving parts it takes to successfully complete a project.
- Assigning tasks and roles to team members, working together to complete the project.
- Learning from trial and error.