Arthrex Case 4: Arthrex Storefront and Wellness

Group 2: Carter Bradford, Connor Kristofik, John (Jack) Halstead, Jonathan Orth

Florida Gulf Coast University

4/29/2023

Arthrex Storefront and Wellness Center

Arthrex Storefront and Wellness Center

Purpose and Scope / Project Charter

Project Title

Problem Case 4: Arthrex Storefront & Wellness

Project Team Members

Carter Bradford, Jack Halstead, Connor Kristofik, and Jonathan Orth

Project Significance

A solution is required to manage day-to-day transactions at the Apparel Store and Cafe, support the ability to manage classes at the Wellness Center and ensure that appropriate class space exists for employees and guests.

Project Objectives

- Provide a Point of Sale (PoS) system in time for the opening of the on-campus Wellness Center, which includes: Apparel Store and Cafe
- Create a Wellness class calendar that will integrate into the PoS system and work via mobile and desktop application
- A system that integrates with all related systems required to support inventory management, merchandise purchasing, reporting, and security
- The system is ready when the building is opened
- Create an efficient, simple application for a streamlined customer experience

Project Characteristics and Requirements

- 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 with payroll
- A way to effectively manage class and personal trainer bookings

Arthrex Storefront and Wellness Center

Project Deliverables

- Software: PoS System, Wellness Calendar, Integration System

- Staff Training

- Management Documents

- Performance Checks

Project Success Criteria

Within a budget of $250,000

Expected timeline of 9-Months

System is running on Day 1 of Wellness Center opening - Target 100% by Building Go-Live

Customer Satisfaction (5-Point Scale) - Target 4.0 in 6 months

Orders processed through Point of Sale (PoS) reconcile with corresponding payroll deductions - Target 100% in 1 month

Fitness center bookings utilized - Target 75% capacity in 3 months

Apparel revenue - Target $25,000 in 6 months

Project Stakeholders and Stakeholder Registry

This project is documented to have 23 different stakeholders, including the Project Sponsor, Project Manager, Marketing, Technology, Finance, and Implementation vendor. The Internal / External split is 11 Internal Stakeholders to 12 External Stakeholders.

Project Communication Management Plan

- The Communication Management Plan highlights the Stakeholder Communication requirements: "You must be able to speak with your stakeholders and get their honest

opinion. Make sure to be transparent, and accurate and communicate effectively to them so when you leave, you are all on the same page, feeling ready to go regarding this project."

- The Communications Summary & Responsibilities table is also documented with each member's preferred method of communication and the frequency to which to contact.

- Escalation Procedures and Revision Procedures are also documented.

Project Management Plan

The Project Management Plan lays out the project:

- Organization Structure

  ○ Hierarchical structure. The Project Manager will be responsible for the overall management, supported by the Project Team.

- Product Description

  ○ Defines the product as a web-based platform that enables customers to purchase Arthrex products and Wellness services.

- Management Process

  ○ Agile Methodology

- Technical Process

  ○ Including designing the platform, implementing the platform, testing, and deployment.

- Schedule Information

  ○ A milestone chart is present and a proper schedule will be created using a Gantt Chart

- Budget Information

Arthrex Storefront and Wellness Center

- ○ Budget of $250,000 with an expected timeline to launch of about 9 months

- Revision Procedures

Project Scope Management Plan

The Scope Management Plan details the project's purpose, Scope Statement preparation, Work

Breakdown Structure preparation, Product Deliverables verification process, and revision

procedures. (see Appendix D)

The Roles and Responsibilities are also outlined:

Name	Role	Responsibilities
VP of Marketing	Project Sponsor	Primary Sponsor
RonDall Evans	Project Manager	Overview of project and point of contact
Carter Bradford	Leader	Leader
Connor Kristofik	Scheduler/Secretary	Schedule meetings
Entire Group	Presenters	Present
Entire Group	Communicators	Using the forms of communication
Jonathan Orth	Judge	Judge scope changes
Connor Kristofik	Investigator	
John Halstead	Organizer/Coordinator	Organization

Project Schedule Management

Work Breakdown Structure (WBS)

1. **Management**

    1.1. Develop Project Charter

Arthrex Storefront and Wellness Center

     1.2. Identify Stakeholders

     1.3. Develop Project Planning and Scheduling

     1.4. Develop quality and risk metrics

     1.5. Kick off meeting

2. **Hardware**

     2.1. POS installation & POS hardware testing

3. **Software**

     3.1. POS software configuration

     3.2 Integrate POS system

     3.3 Develop Mobile Access

     3.4 Develop Desktop Access

     3.5 Integration with employee payroll

     3.6 Integrate inventory control

     3.7 Purchasing SAP

4. **Networking**

4.1. Network connectivity setup

4.2. Network testing

4.3. Arthrex custom configuration

     4.3.1. Functionality configuration

     4.3.2. User access levels defined and assigned

5. **Unit testing**

     5.1. POS software unit testing

     5.2. Wellness calendar unit testing

5.3. Integration system unit testing

6. User acceptance testing

6.1. POS software acceptance testing

6.2. Wellness calendar acceptance testing

6.3. Integration system acceptance testing

7. Technical go-live

7.1. Go-live communication

7.2. Cut-over plan implementation

8. Business go-live (official launch)

8.1 Business Go-live

9. Performance check

9.1. System running check

9.1.1. Day one of wellness center opening

9.2 Customer satisfaction

9.2.1. KPI review

9.2.2. Five-point scale

9.2.3. Corresponding payroll deductions review

9.2.4. Fitness booking utilization review

9.2.5. Apparel revenue review

9.2.6. Lessons learned documentation

Arthrex Storefront and Wellness Center

Project Activities (Tasks)

| PROJECT TASKS	GROUP MEMBER ASSIGNED/WORKED	%TIME/EFFORT SPENT
Contact w/ Arthrex, Web / Library search	Connor Kristofik, Jonathan Orth, Carter Bradford, Jack Halstead	25%, 25%, 25%, 25%
Project stakeholders/ Stakeholder Registry	Jonathan Orth	100%
Problem Communication Plan	Connor Kristofik	100%
Project Scope Management Plan	Carter Bradford, Jonathan Orth	75%, 25%
Project Management Plan	Carter Bradford	100%
WBS	Jack Halstead	100%
Project activities time estimates	Jack Halstead, Carter Bradford, Connor Kristofik, Jonathan Orth	25%, 25%, 25%, 25%
Project network diagram	Carter Bradford	100%
MS Project Gantt chart/activités/durations entry	Jack Halstead, Jonathan Orth	75%, 25%
Project cost estimates (direct and indirect)	Jack Halstead	100%
Staffing management plan	Jonathan Orth	100%
Resource sheet and histogram	Jack Halstead	100%
MS Project entry for cost	Jack Halstead	100%
Risk Register / Probability-Impact Matrix/ Risk Management plan	Connor Kristofik, Carter Bradford, Jonathan Orth	33%, 33%, 33%
Project Summary Results	Connor Kristofik	100%
Postmortem: Lessons Learned	Connor Kristofik	100%
Report writing	Connor Kristofik, Jonathan Orth, Carter Bradford, Jack Halstead	25%, 25%, 25%, 25%
PowerPoint presentation	Connor Kristofik, Jonathan Orth, Carter Bradford, Jack Halstead	25%, 25%, 25%, 25%
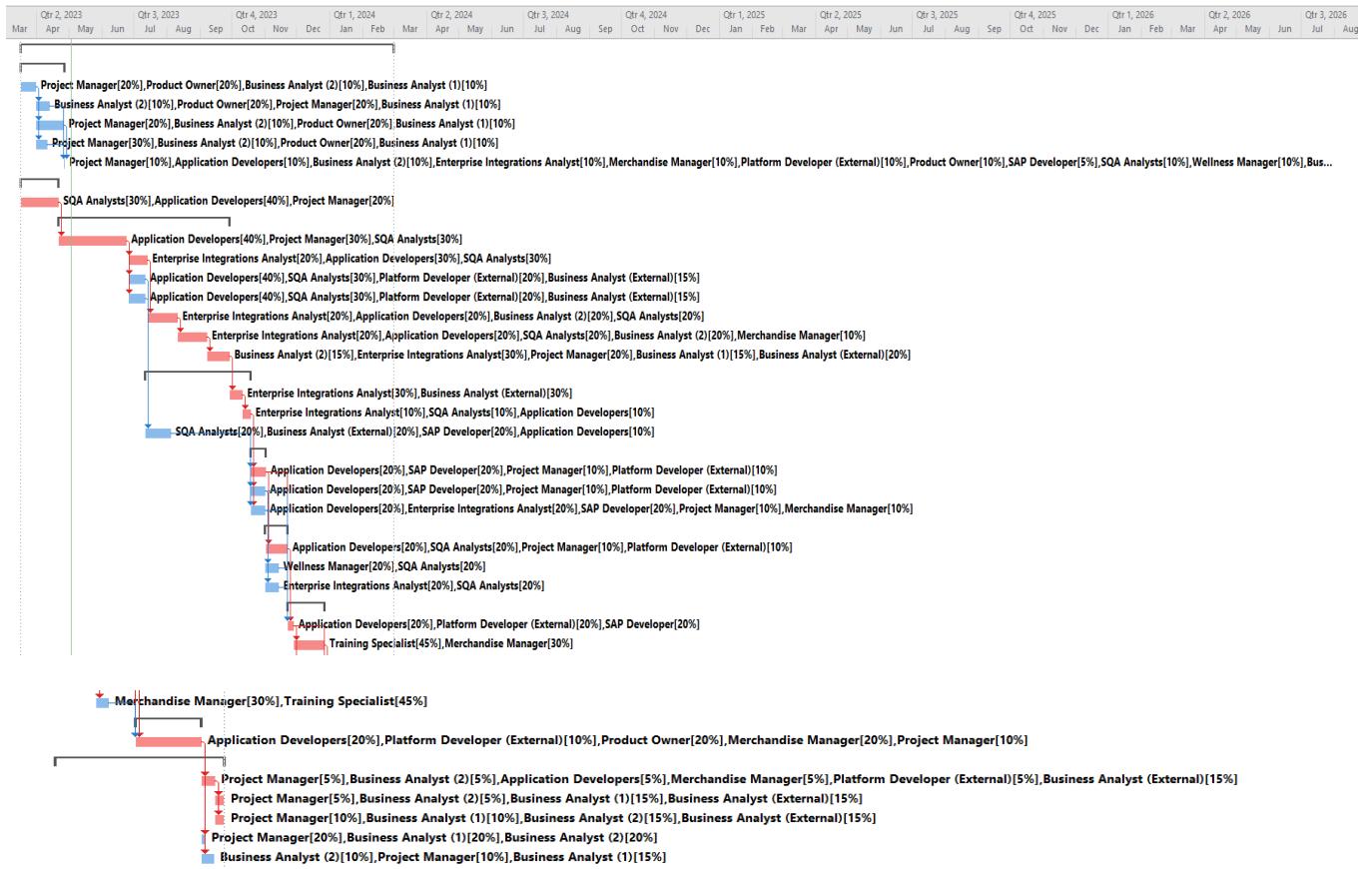
Project Activities Duration Estimates

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 4/26/2:
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 4/26/2:	Wed 4/26/2:
▲ 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 7/12/2:	Wed 10/18/:
Network Connectivity Setup	8 days	Fri 9/29/23	Tue 10/10/23
Testing Network	6 days	Wed 10/11/2	Wed 10/18/2
Setup Arthrex Custom Configuration	18 days	Wed 7/12/23	Fri 8/4/23
▲ 5. Unit Testing	10 days	Thu 10/19/2:	Wed 11/1/2:
Test POS Software	10 days	Thu 10/19/2:	Wed 11/1/2:
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/:	Tue 12/26/2:
Technical Go-Live	4 days	Wed 11/22/:	Mon 11/27/2
POS System Training	21 days	Tue 11/28/2:	Tue 12/26/2:
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

1.9.2	Measure Customer Satisfaction	5 days	Fri 2/23/24	Thu 2/29/24
1.9.3	Create KPI Review	5 days	Fri 2/23/24	Thu 2/29/24
1.9.4	Create Reviews for Payroll, Booking, and Apparel	3 days	Tue 2/13/24	Thu 2/15/24
1.9.5	Document Lessons Learned	7 days	Tue 2/13/24	Wed 2/21/24

Project Gantt Chart

Arthrex Storefront and Wellness Center

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Project Cost Management

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Project Budget and Cost Estimates

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Cost Baseline
Arthrex Storefront and Wellness Center
5/2/2023

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Arthrex Storefront and Wellness Center WBS Categories	Internal Labor	$/hour	Internal $ Total	External Labor	$/hour	External $ Total	Total Labor	Non-labor $	Total Cost
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	$ 25,001.05
Total			112,954			$ 52,058	$ 165,012	$ 110,000	$ 275,011.55

Arthrex Storefront and Wellness Center
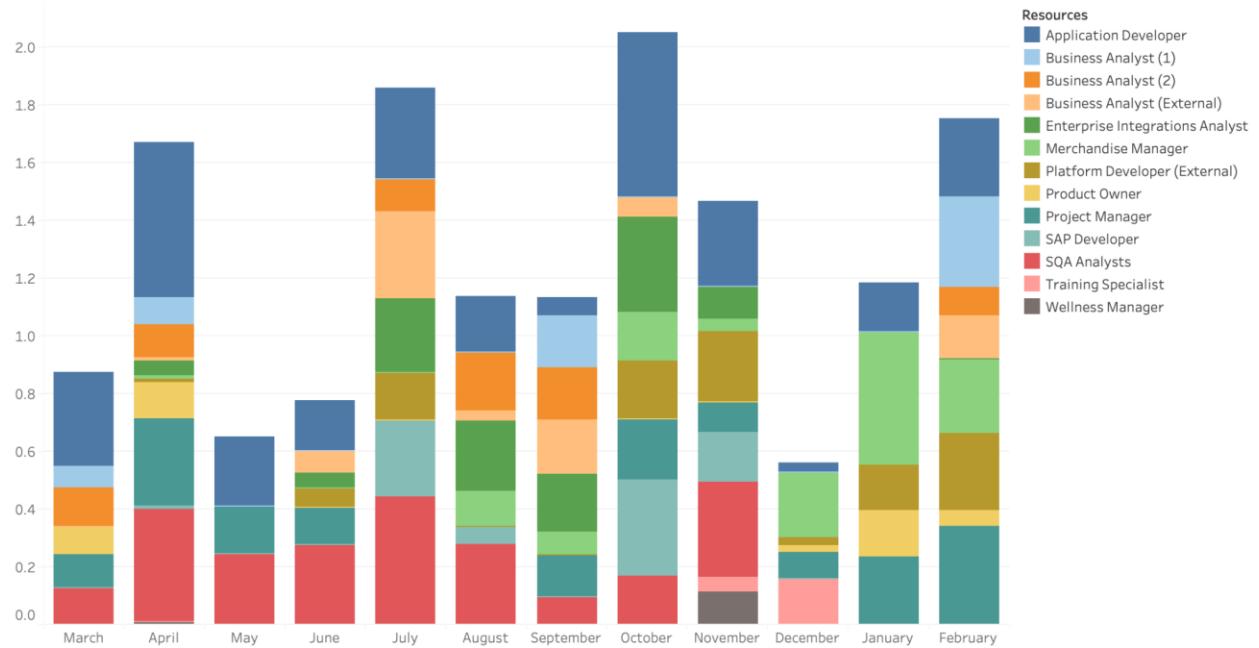
Cost Baseline Arthrex Storefront and Wellness Center 5/2/2023													
	1	2	3	4	5	6	7	8	9	10	11	12	Total Cost
WBS Categories													
1. Initiating	$ 1,710.00												$ 1,710
Develop Project Charter	1,710.00												$ 1,710
2. Planning	$ 1,350.00	$ 5,005.00											$ 6,355
Identify Stakeholders	405.00	540.00											$ 945
Develop Planning and Scheduling	540.00	1,575.00											$ 2,115
Develop Risk and Quality metrics	405.00	855.00											$ 1,260
Kick of Meeting		2,035.00											$ 2,035
3. Executing	$ 4,185.00	$ 20,423.48	$ 55,382.00	$ 45,457.02	$ 21,015.50	$ 9,889.50	$ 11,132.50	$ 20,900.00	$ 16,085.71	$ 4,710.54	$ 12,845.25	$ 4,464.00	$ 226,491
POS Hardware Installation and Testing	4,185.00	5,580.00											$ 9,765
Configure POS Software		14,843.48	55,382.00	39,899.52									$ 110,125
Integrate POS System				990.00	2,070.00								$ 3,060
Developing Mobile Access				2,422.50	5,117.50								$ 7,540
Developing Desktop Access				2,145.00	4,795.00								$ 6,940
Integration with Employee Payroll				3,177.00	3,168.00								$ 6,345
Integrate Inventory Control					5,107.50	3,037.50							$ 8,145
Purchasing SAP						6,735.00							$ 6,735
Network Connectivity Setup						1,360.00	1,950.00						$ 3,310
Network Connectivity Test							3,870.00						$ 3,870
Setup Athrex Custom Configuration				5,856.00	1,614.00								$ 7,470
POS Software Test							4,520.00	745.00					$ 5,265
Test Wellness Calendar							5,565.00						$ 5,565
Test Integration System							4,995.00						$ 4,995
POS Software User Acceptance Test								5,925.00					$ 5,925
Wellness Calendar User Acceptance Test								1,665.00					$ 1,665
Integration System User Acceptance Test								1,665.00					$ 1,665
Technical Go Live								5,340.00					$ 5,340
Training POS System Based								360.00	1,800.00				$ 2,160
Training Wellness Calendar Based								385.71	514.29				$ 900
Business Go-Live									2,396.25	12,845.25	4,464.00		$ 19,706
4. Monitoring and Controlling											$ 11,380.00		$ 11,380
System Check											10,105.00		$ 10,105
Measure Customer Satisfaction											1,275.00		$ 1,275
5. Closing											$ 4,075.00		$ 4,075
Create KPI Review											1,240.00		$ 1,240
Create Payroll, Bookings, Apparel Review											945.00		$ 945
Document Lessons Learned											1,890.00		$ 1,890
Subtotal													250,010.50
Reserves*											25,001.05		25,001.05
Total	7,245.00	25,428.48	55,382.00	45,457.02	21,015.50	9,889.50	11,132.50	20,900.00	16,085.71	4,710.54	12,845.25	19,919.00	275,011.55

Resource Sheet and Histogram

Arthrex Storefront and Wellness Center Resource Histogram 5/2/2023												
Resource	1	2	3	4	5	6	7	8	9	10	11	12
Product Owner	0.098	0.125	0	0	0	0	0	0	0	0.027	0.158	0.057
Project Manager	0.114	0.300	0.163	0.126	0	0	0.143	0.212	0.106	0.089	0.236	0.339
Merchandise Manager	0	0.013	0	0	0	0.124	0.079	0.170	0.042	0.224	0.461	0.262
Wellness Manager	0	0.006	0	0	0	0	0	0	0.114	0	0	0
Business Analyst (1)	0.076	0.094	0	0	0	0	0.179	0	0	0	0	0.315
Business Analyst (2)	0.130	0.113	0	0	0.114	0.204	0.180	0	0	0	0	0.095
Business Analyst (External)	0	0.013	0	0.077	0.301	0.033	0.190	0.068	0	0	0	0.149
Application Developer	0.326	0.538	0.239	0.176	0.313	0.192	0.065	0.568	0.295	0.034	0.168	0.271
Enterprise Integrations Analyst	0	0.050	0	0.051	0.254	0.243	0.200	0.330	0.114	0	0	0
SAP Developer	0	0.013	0	0	0.267	0.061	0	0.330	0.170	0	0	0
SQA Analysts	0.130	0.388	0.248	0.280	0.442	0.279	0.098	0.170	0.330	0	0	0
Training Specialist	0	0.006	0	0	0	0	0	0	0.052	0.160	0	0
Platform Developer (External)	0	0.013	0	0.068	0.167	0	0	0.201	0.242	0.027	0.158	0.264

Arthrex Storefront and Wellness Center

Resource Histogram

Resources
- Application Developer
- Business Analyst (1)
- Business Analyst (2)
- Business Analyst (External)
- Enterprise Integrations Analyst
- Merchandise Manager
- Platform Developer (External)
- Product Owner
- Project Manager
- SAP Developer
- SQA Analysts
- Training Specialist
- Wellness Manager
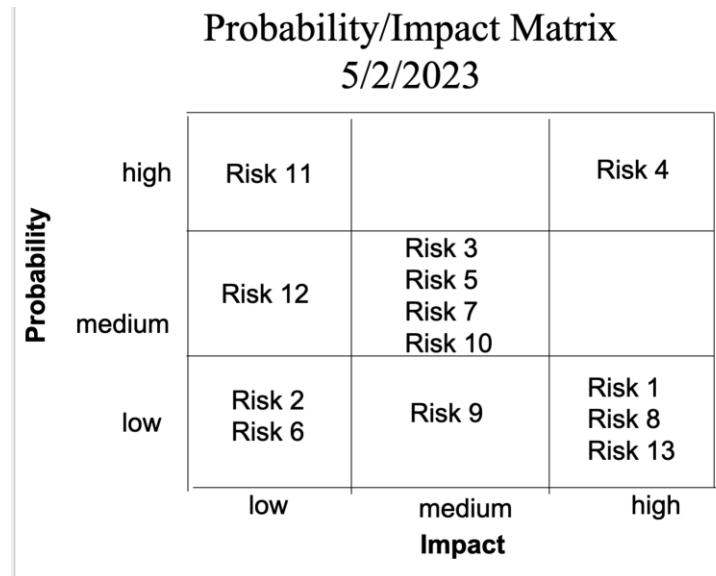
Arthrex Storefront and Wellness Center

Project Risk Management

Risk Registry:

ID No.	Risk	Description	Category	Root Cause	Triggers	Potential Responses	Risk Owner	Probability	Impact	Status
**Risk Register for Arthrex Storefront and Wellness Center** 5/2/2023										
1	Integration	Issues in integratating related systems	Negative - Technical	Lack of coordination	Failing integration between systems	Transference - Use Integrations Enterprise Analyst to coordinate	Enterprise Integrations Analyst, Project Manager	Low	High	Open
2	Guest purchases	Guests to the Arthrex campus do not currently have a way to purchase food and/or apparel	Negative - Operational	Lack of point of sale system for guests	Increase in guest visits to the Wellness Center	Escalation - Implement guest-friendly purchase options such as guest accounts or temporary access codes for POS system	Product Owner	Low	Low	Open
3	Payroll purchases	Employees do not have a way to make purchases directly against payroll	Positive - Operational	Lack of payroll deduction system for employee purchases	Employee demand for purchases through payroll deductions	Escalation - Implement a payroll deduction system for employee purchases with proper authorization and tracking	HR/Payroll Manager	Medium	Medium	Open
4	System readiness	System needs to be aligned with the go-live of the new fitness building	Negative Technical	Dependence on other systems and external vendors for system readiness	Delays or issues with other systems or external vendors	Mitigation - Collaborate closely with other teams and vendors to ensure timely system readiness	Project Manager	High	High	Open
5	Customer experience	Create an efficient simple application for a streamlined customer experience	Negative - Operational	Complex or cumbersome application design	Negative feedback from customers or low adoption rate	Mitigation - Regularly review and improve application design based on user feedback and conduct user testing	Business Analyst	Medium	Medium	Open
6	Vendor performance	Performance of external vendors for POS configuration and installation	Negative - Vendor	Vendor delays or issues with POS configuration and installation	Delays or issues with POS configuration and installation	Mitigation - Monitor vendor performance closely and have backup plans in place	Project Manager	Low	Low	Open
7	Organizational change	Managing organizational change related to new systems and processes	Negative - Operational	Employee resistance or lack of adoption of new systems and processes	Changes in organizational structure or resistance to change	Develop change management strategies, including communication plans, training programs, and ongoing support	Organizational Change Management Specialist	Medium	Medium	Open
8	Self Service Checkout	Self service for Café	Negative - Cost	Wanting to lower employee costs	Implementing self-service technology	Escalation - Hire less cashiers, save money	Operations	Low	High	In progress
9	New Technology	Using new, experimental technology	Negative - Cost	Improve experiences	Hiring employees to implement this technology	Escalation - Better service for customers	IT Department	Low	Medium	Mitigated
10	Technical Software Issues	POS system fails	Negative - Technical	Poor network connections	Cheap equipment	Mitigation - System fails/Can't meet our requirements	IT Department	Medium	Medium	Open
11	Launch Delay	Technical issues delay Go-Live launch	Negative - Schedule Related	Issues in testing/configurations/training	POS configuration takes longer than expected	Mitigation - Go off schedule	Project Manager	High	Low	Open
12	Improper Training	Employees don't get proper or full training to cut time	Negative - Schedule Related	Poor management	Shorten training times to meet the deadline	Escalation - Employees can't perform at their best	HR Department	Medium	Low	In progress
13	Data Security Breach	Confidential customer and employee data breach	Negative - Security	Insufficient data security measures	Data breach due to cyber attack	Mitigation - Implement enhanced data security measures	IT Department	Low	High	Mitigated

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Probability/impact matrix:

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

Risk Management Plan:

1. PURPOSE

Purpose is to find a solution to manage day to day transactions at the Apparel Store and Cafe, as well as to support the ability to manage classes at the wellness center and ensure that appropriate class space exists for employees and guests. Also, provide a clear understanding of the development and management of the Arthrex storefront and wellness software system. This document will outline the scope of the project, the roles and responsibilities of the project team, and the procedures for managing scope changes and revisions.

2. DEFINITIONS, ABBREVIATIONS, ACRONYMS

Term	Definition
Application	The software component of the system
Software	An electronic program consisting of algorithms, control logic, data structures, data sets, operating system, user interface. Software may consist of critical and non-critical components and may be used as a part or as an accessory of a medical device to perform pre-defined and approved operations on medical devices. Software may itself be a medical device. Software may be used in the production of a device (e.g. programmable logic controllers used in the manufacturing of equipment.) Software may be used in implementation of the device manufacturer's quality system (e.g. Software that records and maintains the device history record.
SOP	Standard Operating Procedure

Arthrex Storefront and Wellness Center

Term	Definition
POS	Point of Sale Software - a computer program designed to facilitate sales transactions and manage inventory in the Arthrex storefront and Wellness Center. It typically includes a user interface that allows sales staff to enter product information and process payments quickly and efficiently.

3. REFERENCES

- FDA Guidance for the Content of Premarket Submissions for Software Contained in Medical Devices
- Draft Guidance for Industry and Food and Drug Administration Staff Mobile Medical Devices
- FDA 21 CFR Part 820 Quality System Regulation
- POS Developer for the Problem Case

4. ROLES & RESPONSIBILITIES

Name	Role	Responsibilities
VP of Marketing	Project Sponsor	Primary Sponsor
RonDall Evans	Project Manager	Overview of project and point of contact
Entire Group	Communicators	Using the forms of communication

5. RISK MANAGEMENT PROCEDURES

Risks: Self Service Checkout (Positive), New Technology (Positive), Technical Software Issues (Negative), Launch Delay (Negative) Improper Training (Negative)

6. RISK MANAGEMENT DELIVERABLES

[text-here. Describe the risk deliverables, in a table or a list, with definitions. Included in this list is the Risk Registry and the Probability Impact Matrix.]

7. RISK PROBABILITY, IMPACT, CRITERIA

[text-here. Describe the Probability and Impact Categories. Usually this is described in a "Risk Matrix", which can be researched more in the textbook and the internet. In addition to the matrix, provide definition for each category (i.e. what does it mean to be a minor impact), and the criteria for acceptable amount of risk (i.e. which cells of the Risk Matrix are red, and why?)]

8. REVISION PROCEDURES

[text-here, describes the procedure that will control revisions to this document. Drafting, reviewing, approving, releasing, distributing]

To finish the end of our project, these documents above conclude our Risk Registry, Probability/impact matrix, and Risk Management Plan. We started brainstorming potential events or situations that could impact the project or process. We used tools such as checklists, opinions from the Arthrex contact, Rondell, and data to gather information. Then we evaluated each potential risk based on its likelihood and potential impact, also deciding if it was a positive or negative risk to the project. We then prioritize the risks and develop strategies to mitigate or manage them. Based on our impact matrix you can see that the high-level risks are our possible launch delay and ensuring our system is ready (Risks 11 & 4). Our medium risks were improper training, payroll purchases, customer experience, organizational change, and technical software issues (Risks 12, 3, 5, 7, and 10). Lastly, our low risks were guest purchases, vendor performance, New Technology, integration, self-service checkout, and data security breach (risks 2, 6, 9, 1, 8, and 13).

Results and Conclusions

After completing the Arthrex Storefront and Wellness Center, some of the lessons we learned were that the Arthrex Storefront & Wellness project presented an opportunity to increase market potential and profitability. We were able to define clear goals and expectations at the outset of the project to ensure alignment and understanding among stakeholders. Firstly, it is crucial to have a well-defined problem statement and project goals to guide the project team in developing a solution that meets the needs of all stakeholders. This project had clear objectives, which included providing a POS system for the Apparel Store and Café, managing class registrations and bookings, and allowing employees to make purchases directly against their payroll. These goals helped to keep the team focused and aligned throughout the project. Secondly, proper planning and collaboration between internal and external teams are essential. The core project team consisted of several roles, including a product owner, project manager, business analyst, application developers, and integration analyst. An external vendor was also engaged to provide expertise in POS configuration and installation. The team's collaboration and communication were critical in ensuring that the project was completed on time and within budget. Thirdly, it is vital to align project timelines with business needs. The Arthrex Storefront & Wellness project had an expected timeline of nine months to launch, which was aligned with the opening of the on-campus Wellness Center. This ensured that the solution was ready when needed and helped to maximize the benefits of the project. Finally, it is crucial to measure project success using key performance indicators (KPIs). The Arthrex Storefront & Wellness project had several KPIs, including customer satisfaction, orders processed through the POS system, fitness center booking utilization, and apparel revenue. Measuring these KPIs allowed the project team to track progress

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and make adjustments as needed to ensure project success. In conclusion, the Arthrex Storefront & Wellness project provides valuable lessons on the importance of clear problem statements, proper planning and collaboration, timeline alignment with business needs, and KPI measurement. These lessons can be applied to similar projects in the future to ensure successful outcomes.