



# Process Log

Post Project Presentation

# PROBLEM IDENTIFIED

- CRS process ever changing
- No single source of process information
- Inconsistences
- Customers do one thing many times
- Brand affected





# SOLUTION

- Web based application
- Easy to navigate
- Easy language
- Customizable
- Department independent



# PROJECT OUTCOME

- Process log
  - Easy to navigate
  - Easy language
  - Customizable
  - Department independent Process log
- Road show business case
  - Present CRS to other departments
  - Present Process log to other departments



# PROJECT ASSESSMENT

- **Relevance**
  - Line with the organization's brand
- **Effectiveness**
  - Addressed the concerns of the department
- **Efficiency**
  - Used resources in an efficient way
- **Sustainability**
  - Maintenance channels have been established



# CONCLUSION

Project management is not only the best laid scope, best financial management. It is also about the project team and to them I say

Thank you