**Approach the Conflicts Occurred during Project Implementation**

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There are few conflicts occurred during the project implementation. The company providing customization of the software were complaining about not being paid appropriately, and increased the cost of software customization for another $100,000. The purchasing specialist, Nora, was very unhappy about this supplier and went to the senior management (neglecting to consult with the project manager) and suggested terminating that supplier. Another concern was expressed by the two information technology specialists, Matt and Najwa. They were unhappy about being underutilized on the project.

To resolve the first problem, the project manager has decided to assign informational technology specialists of the internal team to evaluate if the supplier requested a reasonable price for the software customization. Next, prepare a report and an approval request for the project sponsor to request additional funds for the software customization. Also, hold a private meeting with Nora to discuss her negligence to communication requirements. Find out why she decided not to consult with the project manager before going to the top management. Make sure to let her know that a project manager is open to discuss any issues and concerns with the team members. Also, hold team meeting and review communication requirements and procedures that everybody should follow.

To resolve the second problem, it is important to review the Gantt chart and find tasks that Matt and Najwa have been assigned to, and find suggestions on how to increase their involvement in the project activities. For example, they could do some of the software customization job themselves, thus contributing to the reduction of software customization cost.