

**Project Team: [502] 12**

## **PROJECT CHARTER AND WBS**

**Project Objective:** Increase company growth in the next 5 years by achieving a 20% hike in revenue using systematic integration of the company department and expanding the customer base in an effort to optimize delivery.

### **Project Deliverables:**

1. Integrate operations, sales and delivery and automate the process of data reconciliation
2. Lease new delivery vehicles based on requirements and manage existing trucks.
3. Expand Business - seek hotel chains to collaborate with
4. Establish distribution centers and optimize delivery routes

### **Project Milestones:**

1. Collaborating with free online marketplace vendor for choosing the best software for data integration
2. Attaining a software license to integrate Operations, Sales and Operation Support departments
3. Selling of aged and high maintenance trucks.
4. Leasing new delivery vehicles based on the newly optimized requirements.
5. Collaborate with a hotel chain to manage their deliveries in the area.
6. Establishing distribution centers at popular delivery destinations.
7. Optimizing delivery by implementing predictive data analysis.

### **Team Members:**

1. Operations Team:
  1. HR
  2. Delivery Head
  3. Delivery Staff
2. Operations Support:
  1. Manager
  2. Systems Analyst
  3. Accountant
  4. Delivery Executives
3. Sales
  1. Sales Manager
  2. Business Analyst
  3. Customer Relationship Manager

**Project Sponsor: CEO**

## **Technical Requirements:**

1. Data analysis for efficient delivery and route optimization.
2. Authentication and authorization of data
3. Encryption and security of user credentials and personal private information

## **Limits & Exclusions:**

1. Budget: \$5,000,000
2. Time: 5 years

## **Success Criteria:**

1. Ensuring data integrity and Increasing data quality by 50%
2. Reduction of maintenance costs of delivery vehicles by 80%
3. Utilization of all delivery vehicles with 100% capacity.
4. Increase company revenue by 20%
5. Expanding customer base across the DMV area
6. Optimize routes and decrease delivery time by 60%.

## **Work Breakdown Structure:**

### **1.0 Streamline Delivery Prosperity**

#### 1.1 Data Integration

##### 1.1.1 Market Research

##### 1.1.1.1 Market Analysis

##### 1.1.1.1.1 Research and analyze a target market

##### 1.1.1.1.2 Identify customer demographic

##### 1.1.1.1.2 Measure brand awareness

##### 1.1.1.2 Surveys

##### 1.1.1.3 Meeting

##### 1.1.1.4 Market research findings

##### 1.1.2 Software Planning

##### 1.1.2.1 Requirement analysis

##### 1.1.2.1.1 Define a process for requirements analysis

##### 1.1.2.1.2 Create requirements document

##### 1.1.2.2 Reporting needs

##### 1.1.2.2.1 Planning

##### 1.1.2.2.2 Budget

##### 1.1.2.3 Product Comparison

##### 1.1.2.4 Risk planning

##### 1.1.2.4.1 Create Risk

##### 1.1.2.4.2 Develop Mitigation Plan

##### 1.1.2.5 Approve

##### 1.1.3 Integration

##### 1.1.3.1 Team Planning

##### 1.1.3.2 Create a design document

##### 1.1.3.3 System Integration

- 1.1.4 Testing
  - 1.1.4.1 Quality management plan
  - 1.1.4.2 Test application
  - 1.1.4.2 Review
  - 1.1.4.3 Release
- 1.1.5 Closeout
  - 1.1.5.1 Closeout meeting
  - 1.1.5.2 Closeout documents
  - 1.1.5.3 Closeout report
- 1.2. Leasing new delivery vehicles
  - 1.2.1. Reduce vehicle liability
    - 1.2.1.1. Analyze existing vehicles based on age and maintenance costs
    - 1.2.1.2. Sell the wore off trucks
  - 1.2.2. Requirement gathering for new vehicles
    - 1.2.2.1. Analyze the delivery requirements to reduce long working hours
    - 1.2.2.1. Finalize the requirement based on the type of delivery vehicle
  - 1.2.3. Lease new delivery vehicles
    - 1.2.3.1. Find the vendor
    - 1.2.3.2. Place order
    - 1.2.3.3. Finalize the lease with the vendor
  - 1.2.4. Training of delivery executives
    - 1.2.4.1. Based on requirements and vehicle type, provide training
- 1.3 Hotel Chain
  - 1.3.1. Company analysis
    - 1.3.1.1 Understand hotel business and analyze their schedules
    - 1.3.1.2. Reach out to hotels and arrange for a collaboration
  - 1.3.2. Plan approval
  - 1.3.3. Plan new routes and schedules for the hotel
    - 1.3.3.1. Optimize delivery routes
    - 1.3.3.2. Create new schedules for drivers
  - 1.3.4. Staff meeting on hotel policies
    - 1.3.4.1 Review requirements for staff
    - 1.3.4.2. Check requirement on additional staffing
    - 1.3.4.3. Train staff to understand new procedures
- 1.4. Traffic Management
  - 1.4.1. Analysis
    - 1.4.1.1. Traffic Analysis
      - 1.4.1.1.1. Peak and off-peak time traffic analysis
      - 1.4.1.1.2. Congestion pattern analysis
    - 1.4.1.2. Delivery data analysis
      - 1.4.1.2.1. Destination analysis
      - 1.4.1.2.2. Delivery Time
  - 1.4.2. Distribution Center
    - 1.4.2.1. Financial Analysis
      - 1.4.2.1.1. Budget
    - 1.4.2.2. Plan Approval
    - 1.4.2.3. Site Acquisition
      - 1.4.2.3.1. Lease

#### 1.4.2.4. Staffing

##### 1.4.2.4.1. Recruitment

##### 1.4.2.4.2. Training

#### 1.4.3. Route Optimization

##### 1.4.3.1. Research

##### 1.4.3.2. Navigation Applications