Final

Project

Report



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2. Assignment 1 & 2.
3. Vision and Mission.
4. Project Charter.
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# Revision History

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Date** | **Description** | **Author** | **Version** | **Comments** |
| 14th March 2020. | Basic layout of the Doc | Stephen Salve | 1.0 | Format Finalised |
| 16th March 2020. | Business Case, Project Objectives,Key Stakeholders, updated | Stephen Salve | 1.1 | Important points added |
| 18th March 2020. | New Stakeholders identified | Stephen Salve | 1.2 | Final assigned this this Stakeholders |
| 1st June 2020 | Executive Summary | Stephen Salve | 1.3 | Added new section |
| 3rd June 2020 | Organization Details | Stephen Salve | 1.4 | Added Vision & Mission |
| 5th June 2020 | Scope Details | Stephen Salve | 1.5 | Scope Statement & WBS added |
| 8th June 2020 | Stakeholder Details | Stephen Salve | 1.6 | Everything Related to stakeholder Updated |
| 10th June 2020 | Resource and Risk | Stephen Salve | 1.7 | All required Details updated for RBS and Risk |
| 11th June 2020 | Schedule and Cash Flow | Stephen Salve | 1.8 | Details for Scheduled and Cash Flow Completed |
| 12 th June 2020 | Proof Reading | Stephen Salve | 1.9 | Proof Reading and making Correction the doc |

# Executive Summary

Swiggy is food ordering and delivering company. A single window for ordering from a wide range of restaurants. Exclusive fleet of delivery personnel to pick up orders from restaurants and deliver its customers.

## Our USP

* Swiggy is food ordering and delivering company.
* A single window for ordering from a wide range of restaurants.
* Exclusive fleet of delivery personnel to pick up orders from restaurants and deliver its customers.

## Target Customers

* 18-55 years old College Students.
* Working Professionals.
* E-Commerce Savvy.
* Crowd that is living away from their hometown.

## Presence

* Ahmedabad, Bangalore, Chennai, Delhi, Gurgaon, Hyderabad, Kolkata, Mumbai, Pune and 527 more cities

# Organization Details – Vision & Mission

It all started back in 2014 when two BITS Pilani graduates, Sriharsha Majety and Nandan Reddy decided they wanted to make life easier by **changing the way India eats** - all with just a tap! With their idea of ’**hyperlocal food delivery**’,Later they met Rahul Jaimini, who brought this vision to life with the first website. And with this, Swiggy was launched as a food ordering & delivery platform. Swiggy's Story.

**Our mission** is to change the way India eats apart from servicing the customer better than last year and widening the assortment to enable users to order on a higher frequency. Swiggy wants to be like a utility app for every Indian. We want people to order food at least 15-20 times a month. That can only happen if you solve deep problems and not just act as an occasional food delivery provider. For us, it is about how we balance growth and customer service in the long run.

**"Swiggy's vision** is to elevate the quality of life of consumers by offering unparalleled convenience. As we work towards enabling this for a billion Indians, expanding to tier-3 and tier-4 cities is a critical step.

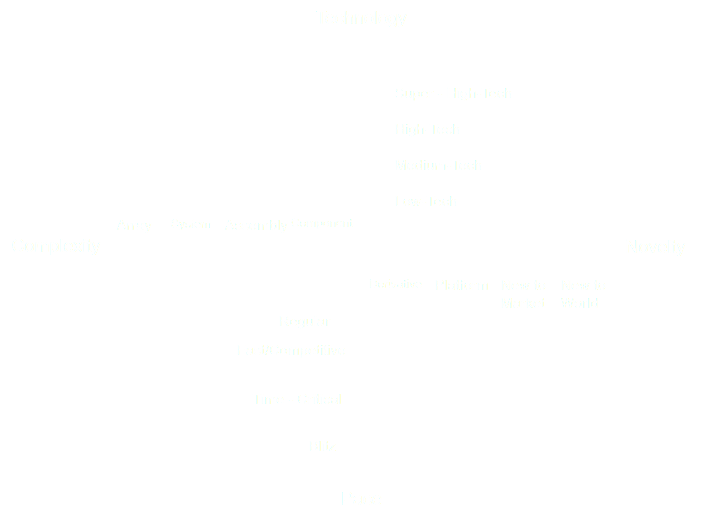
# NTCP Diamond Framework Analysis (Rider/Delivery Executive App)

**Novelty** – Similar app have been built by amazon and big logistic companies. This was more for hyperlocal business. The way and features build had some uniqueness but not original.

**Technology** – From technology perspective this project is categorized as high tech because of the complexity and new technology used to help Customer see all the accurate ETA. Monitor the Rider, Track the rider.

**Complexity** - This App is build with lot of complex component as this is the actual source which help us show restaurants, ETA and various section on the Customer App.

**Pace** – Will the right resource the time factore is eliminated and take care off. Microservice architecture helps us solve the time critical section..



# SWOT Analysis – Swiggy

S.W.O.T. is an acronym that stands for Strengths, Weaknesses, Opportunities, and Threats. A SWOT analysis is an organized list of your business’s greatest strengths, weaknesses, opportunities, and threats.

Strengths and weaknesses are internal to the company (think: reputation, patents, location). You can change them over time but not without some work. Opportunities and threats are external (think: suppliers, competitors, prices)—they are out there in the market, happening whether you like it or not. You can’t change them.

Existing businesses can use a SWOT analysis, at any time, to assess a changing environment and respond proactively. In fact, I recommend conducting a strategy review meeting at least once a year that begins with a SWOT analysis.

New businesses should use a SWOT analysis as a part of their planning process. There is no “one size fits all” plan for your business, and thinking about your new business in terms of its unique “SWOTs” will put you on the right track right away, and save you from a lot of headaches later on.

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# Project Title :

Delivery App Development for the Delivery Executive(Rider App)

# Project Description

We are living in a world where customer satisfaction is very important that with each passing day more concise, effective and user friendly products and services are introduced.

A concept commonly known as home delivery is being implemented to satisfy as many customers across the world. Taking this basic concept, we are starting the Swiggy Food delivery. Although some of the service oriented companies have been doing this home delivery from recent past, but it is not common due to various reasons which include cost effects, customer satisfaction and improve reputation etc.

Currently the food services providers like pizza hut etc are very good in home delivery field but we can assure that we will be the best when we build the Delivery App. We are promising a maximum 25 to 35 min time for our home delivery. This means that within 35 minutes the product will be at your door without any delivery charges.

# Business Case

Aim to reduce time to delivery from 60min to 25-35 Min. Increasing the Delivery per Rider Count. Batching of order for better resource/time/money optimization without compromising of Customer Satisfaction. Reduce the Cost per delivery by half by proper Estimating Last Mile Time, Estimating Preparation Time and Just In Time Assignment.

This will help the Business to Complete more order using the Same Delivery Executive and will save a lot of fuel and time. Customers will start getting Food faster delivered at their houses once this whole idea is implemented.

# Project Objectives

1. To Increase convenience of the customers by reducing the delivery Time by 15th April
2. Provide Riders will all incentive programme and the daily Incentive with the daily Earing
3. Batching order to save Cost per delivery by 50%.
4. It’s about finding just the right time to ensure delivery, but not too high to discourage the customer from placing an order.
5. It’s also about providing ample choice of restaurants to the customer, but just enough so we can calculate their delivery times as quickly as possible.
6. Everything in Delivery is about finding the Goldilocks value.

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# Key Stakeholders

|  |  |
| --- | --- |
| 1. Customers 2. Delivery Executive. 3. Operational Department/Team. 4. Finance Department. 5. Back office. 6. Customer App Dev Team 7. Frontend Developer. 8. Backend Developer. | 1. Devops Team 2. Data science team. 3. Legal Department. 4. Restaurant Partners. 5. Sponsor 6. Product Team 7. Design Team |

# Project Success Criteria

1. Customers Will See Restaurant which will delivery food in thee next 20 to 35min on Top.
2. Cost per delivey to reduce to Half
3. Batching of orders will be without any impact to the Customers Deliver Time
4. 95% of the rating should be 5 or 4 Star for the Orders Delivered.
5. Rider App should have 95% accurate in the terms of the location data.
6. Rider App should have 5X load capacity to no of orders placed. No of order to growth week on week.
7. 99% uptime of the Rider app.
8. Crash-Free Users and Crash-Free Sessions should be 99%
9. Crashes per week should not be more than 50.

# High-level Requirements

1. Delivery Executives Should be happy with few Flow of the App and less complex then the Current one.
2. Real times Rider incentive + earing should be show to the Delivery Executive in the app.
3. Various Incentive Programs going in his City Should be Shown upfronts and should recommend few as per this past history
4. The Restaurant Listing and Delivery Time Promised should be 95% accurate.
5. Estimating Last Mile Time should cover the parking time to customers location.
6. Estimating Preparation Time should consider food item and its quality as well.
7. Just In Time Assignment (JIT) that helps customer place orders for any the vendors shown to him.

# Project Risks

1. Customer order might get delayed due to batching.
2. Incorrect Preparation time could lead to incorrect ETA on the App
3. Delivery Executive App being the bottle neck for real time data.
4. Difficult in maintain such complex system.
5. Feature compatibility with the riders Device
6. Over Engineering.
7. Single point Failure.

# Major Milestones

|  |  |  |  |
| --- | --- | --- | --- |
| **Milestone** | **Task** | **Date** | **Responsibility** |
| Milestone 1 | Project Charter Approved | 1st Oct | Project Manager. |
| Milestone 2 | Project Stakeholders approved the project | 19th Oct | Project manager. |
| Milestone 3 | Project plan completed | 18th Nov | Project Manager, Team Leader. |
| Milestone 4 | Project plan approved | 1st Dec | Project Manager. |
| Milestone 5 | Project team assembled | 21st Dec | Team Leader, Project Manager. |
| Milestone 6 | Project execution initiated | 4th Jan | Team Leader, Project Team, Project Manager. |
| Milestone 7 | The Restaurant Listing and Delivery Time Promised should be 95% accurate. **90 Day** | 4th Apr | Team Leader, Project Team, Project Manager, Data Science team |
| Milestone 8 | Estimating Last Mile Time should cover the parking time to customers location. **60 Day** | 4th Mar | Team Leader, Project Team, Project Manager, LMS Team |
| Milestone 9 | Estimating Preparation Time should consider food item and its quality as well. **20 Days** | 20th Mar | Team Leader, Project Team, Project Manager. PMS + LMS, Data Science |
| Milestone 10 | Just In Time Assignment (JIT) that helps customer place orders for any the vendors shown to him. **35 days** | 15th Apr | Team Leader, Project Team, Project Manager. PMS + LMS, Data Science |
| Milestone 11 | Project execution completed | 26th Apr | Project Manager. |
| Milestone 12 | Project acceptance | 28th Apr | Project Manager, Team Leader, Marketing and Sales Dept. |
| Milestone 13 | Project closed out | 29th Apr | Project Manager. |

# Summary Budget

|  |  |
| --- | --- |
| **Budget** | **Task** |
| 60 lakhs per annum | The Restaurant Listing and Delivery Time Promised should be 95% accurate. |
| 30 lakhs per annum | Estimating Last Mile Time should cover the parking time to customers location. |
| 30 lakhs per annum | Estimating Preparation Time should consider food item and its quality as well. |
| 50 lakhs per annum | Just In Time Assignment (JIT)  that helps customer place orders for any the vendors shown to him. |

# High-level Assumptions, Dependencies and Constraints

## Assumptions

|  |  |  |
| --- | --- | --- |
| **Assumption** | **Impact** | **Strategy** |
| Full network to the Rider all the time. | Order reaching Customer late | Tradition Simulation |
| App experience would fit for all types of Riders. | Mistakes that could end up in delay | Training for Rider |
| Real time updated via the app without any delay. | Real time tracking | Back to displaying only ETA. |

## Dependencies

|  |  |  |
| --- | --- | --- |
| **Dependency** | **Impact** | **Strategy** |
| Mobile Network. | Calling Feature | Chat Options |
| Mobile Internet. | Rider Pings | Traditional ETA Method |
| Infra that Support the End to End feature | Riders not getting Order | DR plan in place |

## Constraints

|  |  |  |
| --- | --- | --- |
| **Constraint** | **Impact** | **Strategy** |
| Time to Release the app for riders. | Revenue / Customer Satisfactions | Work with the older version |

# Core Team and Organizational Structure

## Assigned Project Manager

Ram is assigned as the project manager for managing the project. He has been authorized to pull different resources from various department to meet the targeted timeline.

All the HOD have been Updated with the **Business Case, Project Objectives and Project Success Criteria.** They have been addressed to provide full support the PM in terms for achieving the **Targeted timeline.**

## Core Team

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Function** | **Role** | **Need\*** |
| Ramcha | Product | Scoping all the required feature  for the Ride app. | The product manager is the person responsible for defining the why, when, and what of the product that the engineering team builds. This means they lead cross-functional teams from a product's conception all the way through to its launch. |
| Niranja | Data Science | Data-driven decision | Data has always been vital to any kind of decision making. Today’s world runs completely on data and none of today’s organizations would survive without data-driven decision making and strategic plans. |
| Prakash | Head of Engr | Coding | Develop various components in the Rider App, LMS, API’s, various services. |
| Surya | Head of QA | Quality assurance | QA is a way of preventing mistakes and defects in the products and avoiding problems when delivering products to the Riders |
| Mayank | Head of Operation | LMS feature | To check that all the features in the LMS are up to the mark for smooth Operation. |

All the above resource will be working full time till the project get over. Post Release there will 50% time allocation towards this project for three Weeks post that only Head of Operation will be Required to Maintain the same until further feature enhancements.

# Project Sponsor

|  |  |  |
| --- | --- | --- |
| **Name** | **Designation** | **Role\*** |
| Vivek Sunder | Chief Operating Officer | Business Case Challenges. |
| Mayank | Operational Head | Reduction in Cost Per Delivery by 30% |
| Kedar | VP Business Analysis | Improving the Customers ETA on the App  Overall Cost Saving.  Batching process to be seamless |

# Stakeholder Analysis

## Stakeholder list

|  |  |
| --- | --- |
| 1. Customers 2. Delivery Executive. 3. Operational Department/Team. 4. Finance Department. 5. Back office. 6. Customer App Dev Team 7. Frontend Developer. 8. Backend Developer. | 1. Devops Team 2. Data science team. 3. Legal Department. 4. Restaurant Partners. 5. Sponsor 6. Product Team 7. Design Team |

## Power/ Interest Grid

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## Stakeholder Engagement Matrix

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## Stakeholder Engagement Assessment Matrix

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Stakeholder** | **Power /Influence** | **Unaware** | **Resistance** | **Neutral** | **Supportive** | **Leading** |
| Sponsor | **H/H** |  |  |  | **C** | **D\*** |
| Customers | **H/L** |  |  | **C** |  |  |
| Delivery Executive. | **H/L** |  |  | **C** |  |  |
| Operational Department/Team. | **H/H** |  |  |  | **C** | **D** |
| Finance Department. | **H/H** |  | **C** |  | **D** |  |
| Back office. | **L/H** |  |  | **C** | **D** |  |
| Customer App Dev Team | **L/H** |  |  |  | **C** |  |
| Frontend Developer. | **L/H** |  |  |  | **C** |  |
| Backend Developer. | **L/H** |  |  |  | **C** |  |
| Devops Team | **L/L** |  |  | **C** |  |  |
| Data science team. | **H/H** |  |  |  | **C** | **D\*** |
| Legal Department. | **L/L** |  |  | **C** |  |  |
| Restaurant Partners. | **L/H** |  |  | **C** |  |  |

C = Current Level of engagement

D = Minimal desired level of engagement

D\* = Optimal desired level of engagement

# Scope of the Project

The Scope of the project (Android App Ands Web panel for LMS) are as follows:

This Food Delivery App will delivery all kinds of Food product/grocery items/ anything which you wish to get delivered in **abount 23 to 60 min** to your house. This App will be open for all who wish to make money during their free time. This App will be the backbone for customers seeing the Time for Delivery of items based on the location for the Rider. This App will help Rider pick more than one order and delivery it to the Customer within the given time. This App will help the CPD-Cost per delivery to drop by 50% attest. Batch order will take is further to 70% to 80%. Todays Cost per delivery is about Rs.120 and will drop to Rs 60 to 40. The App should be very simple and easy to understand by any 10th Pass Person. App should support all the Languages present in India. Riders should be able to track each and every orders in details with represt to this Time take/KM travelled, Incentive eared.

## FEATURE OF ANDROID APP :[Delivery Executive App]

➢ Native Android Application

➢ Using this app data we would show the **Restaurant Listing** and **Delivery Time Promised**.

➢ Using this app data we would show **Estimating Last Mile Time** .

➢ Using this app data we would show **Estimating Preparation Time**.

➢ Using this app data we would show **Just In Time Assignment (JIT).**

➢ Rides Find it very easy and comfortable to use them in any State/City with their Local Language.

➢ Provides all possible Route to Vendor and then to the Customers using google Maps.

➢ In Batch Order Proper Sequences to the Pick and Drop to be Seamless.

➢ Cash deposited to the Companies account to be integrated with Major Service Provider.

➢ Riders to keeped well informed on the Upcoming Order Targets for the Cities and the incentives attached during those dates.

➢ Hygiene Checklist to the captured during Shift Login.

➢ Notification Configure.

## Easy Backend Admin Panel

➢ Manage Daily Orders in Queue to be delivered.

➢ Uploading Rider incentive Programmer City/Hub level.

➢ Monitoring Cost per Delivery. Orders Per Rider.

➢ Keeping a Check on the Delivery Time.

➢ Able to Push Notification/Alerts to the Rider App

➢ Monitoring Batching process orders

## Acceptance criteria

➢ Running Simulation on the last 6 months Order data for Top 5 cities, Mid-Level Cities and few very low generating order cities. Should give and CPD/Order per riders and ETA for the Order with the Set percentage decrement to it.

➢ Batching of Order on the last 6 months order should pass 95% uses cases with the old data

➢ Exiting Riders Should understand the App without explaining them the Flow with few Test orders.

➢ Operation Team and Back Office team should approve each and every aspect of the flow.

|  |  |
| --- | --- |
| **In Scope** | **Out of Scope** |
| * App Should be supported will all Android OS * Rider App to have minimum 2GB Ram * Rider App to consume Low power | * Rider App can’t Function if GPS is Switched OFF * Rider App will not Work it there is not Network to the Device |

## Work Breakdown Structure

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# Stakeholder Register

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Stakeholder Group** | **Internal or external** | **What's changing for the stakeholder group?** | **Level of Change  (H, M,L)** | **Type of Change  Optional (People, Process, Tech., Org)** | **What are the biggest concerns/issues that this stakeholder group may have?** | **What are the greatest benefits this stakeholder will receive?** | **What does this stakeholder need? (Training, Communications etc.)** |
| Sponsor | Internal | CPD/PDP | H | Process | Cost Saving and Process Change | Lots of Cost saving | Communication |
| Product Team | Internal | Complete App | H | Process | Process Change | Faster Order Delivered | Communication |
| Design Team | Internal | Complete App | H | Org | NA | Flow Changes | Communication |
| Customers | External | Laster Delivery | L | NA | NA | Faster Deliverey | Communication |
| Delivery Executive. | External | NA | M | Process, People, Tech | Less Money due to PDP | Good incentive | Training |
| Operational Department/Team. | Internal | CPD/PDP | H | Process, People, Tech | Rider may leave | Flow Changes | Training |
| Finance Department. | Internal | Cost Saving | M | Process, People, Tech | Cost Saving and Process Change | UE +VE | Communication and training |
| Back office. | Internal | Work Flow | M | Process, People, Tech | Process Changes | Process | Communication and training |
| Customer App Dev Team | Internal | Faster ETA | M | Tech | Na | Faster Deliverey | NA |
| Frontend Developer. | Internal | Look of the App | M | Process, People, Tech | NA | NA | NA |
| Backend Developer. | Internal | All Services | H | Process, People, Tech | NA | NA | NA |
| Devops Team | Internal | NA | L | Tech | NA | NA | NA |
| Data science team. | Internal | Lots of data to analys | M | Process | Process Change | N A | NA |
| Legal Department. | Internal | NA | L | NA | NA | NA | NA |
| Restaurant Partners. | External | More Business | L | NA | NA | More Business | Communication and training |

## Stakeholder Communication plan

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Communication** | **Method** | **Frequency** | **Goal** | **Owner** | **Audience/**  **Stakeholder** | **MOM Owner** |
| UX Review Meeting | Meeting.(Share design Before the Meeting) | Phases | Review all the Design.Take feedback.Make changes and get approval on the Design | Project Manager | Project Lead + Customer +  Project Sponsor + Designer | Project Manager |
| Feature Groooms /Product Grooming | Meeting(List of Feature/Deign/flow. Pre Read) | Phases | Grommong the project team on all the feature to be build during this Phase | Project Manager | Project Team+ Technical Staff + Directy working in those phases  +Customer | Project Manager |
| Project Status Report | Email | Weekly | Review project Status | Project Manager | Project Team + Project Sponsor + Customer | Project Manager |
| Team Standup | Meeting | Daily | Discuss what each team member did yesterday, What they'll do today and any blockers | Project Lead | Project Team | Scrum Master |
| Project Review | Meeting | monthly | Present Project Deliverables, gather feedback and discuss the next steps | Project Manager | Project Team + Project Sponsor  + Project Lead\* + Customer | Project Manager |
| Post Mortem Meeting | Meeting | At end of  Project. | Assess what worked and what did not work and discuss actionable takeways | Project Sponsor | Project Team + Technical Consultant | Scrum Master |
| Task Progress Update | Team Gantt | Daily | Share Daily Progress made on Project Tasks | Project Manager | Project Team | Scrum Master |
| Project risk | Meeting | Bi-weekly | Reviewing all the Risk from the Risk Register. | Project Manager | Project Team + Risk Manager | Scrum Master |

## Stakeholder Communication Strategy

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Influence** | **Impact Assessment** | **Strategies** |
| COO | Head of Operation and project done according to the laid down rules | High degree of influence as he is the head of organization | Project will be executed efficiently and effectively and according to the rules and procedures adopted by the organization which will help in gaining the confidence of the organization head |
| **Kaisar Kothari** HR Manager | Helps in making and developing a project teams | Can have both positive and negative impact on the project based upon the establishment of project team | To perform all the tasks and responsibilities it is important that right people are assigned the tasks which they can perform well Developing a project team is important to accomplish the project’s tasks effectively and efficiently. |
| **Sandip Singh** Finance Manager | Allocate funds for the project and helps in Costing and Budgeting of the project | Have strong impact on the working of the project as funds are required for the smooth working of the project | Adequate funds will be allocated for the project to perform different tasks without any problem. Reports will be published to show project’s cost performance and to mitigate negative impacts on project |
| **Surja Singh** Quality Manager | Implementatio n of Quality Assurance, Quality Control, | Strong impact | By implementing the quality management components we will satisfy the customer needs of reliable and efficient product |
| **Aksa Shakeel** Marketing Manager | Determine the marketplace condition and competition level | Mild to strong | As marketing department is not an important stakeholder, so there is no as such strategy needed |
| **Vipula Gap** Project Manager | Governing the project and managing the project processes | Strong influence on the project as he is managing and looking after the project’s processes | Right job to a right person and performance appraisal is key to success in any project, so to bring the project to a meaningful end measures will be taken to maximize the team’s performance |
| **Prakash Verma** Team Leader | Being the team leader he has the influence over other team members | It’s the responsibility of team leader to make sure that all processes are performed effectively and efficiently | Right job to a right person and performance appraisal is key to success in any project, so to bring the project to a meaningful end measures will be taken to maximize the team’s performance |
| **Saili Smart** Team Member | Influence on training of personals | The impact might be severe if the tasks assigned are not performed well and on time within the constraints | Support people will be hire to minimize the negative risk of this stake holder |

# Resource Breakdown Structure

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# Risk Register

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Risk Identification** | | **Qualitative Rating** | | | | **Risk Response** | | **Implication of Risk** | | |
| **R**  **I**  **S**  **K** | **Risk Category** | **Proba**  **bility** | **Impact** | **Risk Score** | **Risk Response** | **Risk Action Plan** | **Risk  Owner** | **S**  **C**  **H**  **E**  **D**  **U**  **le** | **C**  **Os**  **t** | **S**  **C**  **Op**  **e** |
| **E**  **X**  **T**  **E**  **R**  **N**  **A**  **L** | Vendors feeling footfall or foodhall to affect | 2 | 3 | 2.5 | Transfer | 1.Real time update for all the Various Camp on app. 2.Various Promotion to be carried out to promote Vendor | Project  Manager | **H**  **I**  **G**  **H** | **M**  **E**  **D**  **I**  **U**  **M** | **H**  **I**  **G**  **H** |
| Riders not turning because of PDP Module | 2 | 3 | 2.5 | Avoid | 1.Useing Targets to keep the Riders focus and incentive attached to it. 2. Fixed hr format to Overseed this Risk as well | Project  Manager | **H**  **I**  **G**  **H** | **H**  **I**  **G**  **H** | **M**  **E**  **D**  **I**  **U**  **M** |
| Political risk - change in government | 1 | 2 | 1.5 | Avoid | 1.Plan all the activities within timeframe, so that none of the items/activity missed out in schedule. 2.Keep all correspondence/communication in a proper documentation. | Project Manager | **H**  **I**  **G**  **H** | **H**  **I**  **G**  **H** | **H**  **I**  **G**  **H** |
|  |  |  |  |  |  |  |  |  |  |  |
| **I**  **N**  **T**  **E**  **R**  **N**  **A**  **L** | Process failure due to operational efficiencies and Technology | 3 | 2 | 2.5 | Avoid | 1. Prepare and get approve all method statements by third party consultants before execution.  2. Make clear SOP for all the scope of works | Construction/Facility Manager | **L**  **O**  **W** | **H**  **I**  **G**  **H** | **M**  **E**  **D**  **I**  **U**  **M** |
| Inequitable hiring practices - skilled labor | 2 | 3 | 2.5 | Avoid | 1. Identify proper team for resources mobilisation. 2. Utilise the tool box talk & induction to ensure skill level of all resources. | HR | **H**  **I**  **G**  **H** | **M**  **E**  **D**  **I**  **U**  **M** | **M**  **E**  **D**  **I**  **U**  **M** |
| Control on data integrity | 3 | 3 | 3 | Mitigate | 1. Ensure to store all the data's of project in a safer way, with controlled copies 2. Re-check the site data's & information twice before approving the same. | Project Manager | **L**  **O**  **W** | **H**  **I**  **G**  **H** | **H**  **I**  **G**  **H** |
|  |  |  |  |  |  |  |  |  |  |  |
| **T**  **E**  **C**  **H**  **N**  **I**  **C**  **A**  **L** | Deploying of the Imported technology (CV technology) | 3 | 3 | 3 | Mitigate | 1. Plan long lead procurement items within project schdule. 2. Make sure the specificaction & details are properly vetted before placing order. | Project Manager | **H**  **I**  **G**  **H** | **H**  **I**  **G**  **H** | **M**  **E**  **D**  **I**  **U**  **M** |
| Consistency in arriving water & soil quality during testing | 3 | 3 | 3 | Mitigate | 1. Project Quality plan shall be detailed with frequency & method of testing. 2. Interim process check list with assurance & control, to achieve quality. | Construction Manager | **H**  **I**  **G**  **H** | **H**  **I**  **G**  **H** | **M**  **E**  **D**  **I**  **U**  **M** |
| Rider Application not fuctional due to Network or GPS | 4 | 4 | 4 | Mitigate | 1. Various Alert To be triggered to rider to manually update the back office in such case | Project/ Construction Manager | **H**  **I**  **G**  **H** | **H**  **I**  **G**  **H** | **H**  **I**  **G**  **H** |
|  |  |  |  |  |  |  |  |  |  |  |
| **F**  **I**  **N**  **A**  **N**  **C**  **E**  **S** | No proper specification leads to increase in budget | 3 | 4 | 3.5 | Mitigate | 1. Conduct brainstorming session with tender team to make sure the detail specification are understood and budget provision is done. | Project/Finance Manager | **M**  **E**  **D**  **I**  **U**  **M** | **H**  **I**  **G**  **H** | **H**  **I**  **G**  **H** |
| Currency rate for imported technology | 4 | 4 | 4 | Mitigate | 1. Allocation of budget shall be done inline with the provision of currency fluctation. | Project/Finance Manager | **L**  **O**  **W** | **H**  **I**  **G**  **H** | **H**  **I**  **G**  **H** |
| Cashflow consistency - can't deliver on time (revenue loss) | 3 | 3 | 3 | Mitigate | 1.Understand cash flow of the project from the day one of the project. 2.Make sure project is not affected due to shortfall in cash flow. | Account Manager | **H**  **I**  **G**  **H** | **H**  **I**  **G**  **H** | **M**  **E**  **D**  **I**  **U**  **M** |
|  |  |  |  |  |  |  |  |  |  |  |
| **U**  **N**  **F**  **O**  **R**  **E**  **S**  **E**  **E**  **A**  **B**  **L**  **E** | Risk of Health Worker | 3 | 4 | 3.5 | Mitigate | 1.Maintain good healthy & hygenic condtion in all areas of the project. 2. Frequent visits shall be done to implement healthy condtion of the workers | Project Manager | **H**  **I**  **G**  **H** | **H**  **I**  **G**  **H** | **M**  **E**  **D**  **I**  **U**  **M** |
| Climatic impact - Heavy rainfall | 1 | 4 | 2.5 | Avoid | 1. Understand the climatic condition with statistical data to pre-plan the activities during monsoon. 2. Check for alternate method for execution during monsoon season. | Project Team | **H**  **I**  **G**  **H** | **H**  **I**  **G**  **H** | **M**  **E**  **D**  **I**  **U**  **M** |
| Panademic - Covid-19 | 1 | 4 | 2.5 | Avoid | 1. Always check, to understand any panademic situatoin across globe and make readiness to control the same. | Government | **H**  **I**  **G**  **H** | **M**  **E**  **D**  **I**  **U**  **M** | **M**  **E**  **D**  **I**  **U**  **M** |
|  |  |  |  |  |  |  |  |  | | |
|  |  | Likelihood | | | | |  |  |  |  |
|  |  | 1 | 2 | 3 | 4 | 5 |  |  |  |  |
| **I**  **M**  **P**  **A**  **C**  **T** | 5 | Medium | Medium | High | High | High |  |  |  |  |
| 4 | Low | Medium | Medium | High | High |  |  |  |  |
| 3 | Low | Medium | Medium | Medium | High |  |  |  |  |
| 2 | Low | Medium | Medium | Medium | Medium |  |  |  |  |
| 1 | Low | Low | Low | Low | Low |  |  |  |  |

# Project Schedule

**A screenshot of a social media post

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A screenshot of a social media post

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A screenshot of a social media post

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A screenshot of a cell phone

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# Project Cash Flow

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Date** | **Activity List** | **Amount** | **Amount Spend** | **Balance** |
| 1st Oct | Project Charter Approved | 20,00,000 | 10,00,000 | 10,00,000 |
| 19th Oct | Project Stakeholders Approved The Project |
| 18th Nov | Project Plan Completed |
| 1st Dec | Project Plan Approved |
| 21st Dec | Project Team Assembled |
| 4th Jan | Project Execution Initiated | 40,00,000 | 30,00,000 | 20,00,000 |
| 4th Apr | The Restaurant Listing and Delivery Time Promised should be 95% accurate. 90 Day |
| 4th Mar | Estimating Last Mile Time should cover the parking time to customers location. 60 Day | 30,00,000 | 30,00,000 | 20,00,000 |
| 20th Mar | Estimating Preparation Time should consider food item and its quality as well. 20 Days | 30,00,000 | 10,00,000 | 40,00,000 |
| 15th Apr | Just In Time Assignment (JIT) that helps customer place orders for any the vendors shown to him. 35 days | 50,000,00 | 60,00,000 | 30,00,000 |
| 26th Apr | Project Execution Completed | - | 10,000,00 | 20,00,00 |
| 28th Apr | Project Acceptance | - | 10,000,00 | 10,000,00 |
| 29th Apr | Project Closed Out | - | 10,000,00 | Nill |

# Closing Remarks

The organization is glad to inform everyone that the recent project was a huge success. Thank you so much for providing the much-needed assistance that we needed during that hectic period. Without your proper guidance, we might have lost track of our work and would not have able to complete the project in the desired time. We appreciate the moral support which helped us maintain our enthusiasm. Thanks to everyone and the management appreciates each one of you. Keep up the good work.

Special Thanks to **Group 7 - Atinder Sodhi, Gaurav Aggarwal and Gopala Krishnan P** for their constant support. And as a gift, there is a little surprise for everyone in the coming month!