

Case Study

Description:

I will present a real-life scenario that pertains to my employment in this case study. As a process lead for transition teams, I frequently receive transition projects that require me to start project planning and implementation along with the management team. I will outline these stages below

Project Initiation:

In this stage, we identify the opportunity/reason for the project and the benefits of doing the project by my team, and we meet the key stakeholders to convey the same in order to secure their buy-in.

For example, a new process or transferring a process that was previously handled by another team to my team provides a new potential for us as well as a cost reduction for the stakeholders

Planning:

In this stage, we plan all the necessary details such as resources, requirements, goals, tasks, scope, deadlines and deliverables

Example: planning team strength and capacity, training materials, designing training program, measuring SLA, task times etc.

Prepare:

In this stage, we introduce project to the team and explain the goals and objectives, after which we initiate training program that includes training on project concepts, practice work and so on to get the team ready to work on the project and I am responsible for preparing various reports and dashboards to monitor measure team performance and to present the same to key stakeholders at regular intervals.

Analyse:

In this stage, we analyse the progress of project using difference metrics such as measuring team performance and individual performance against goals, output quality. Also, we measure the project progress based on different time intervals and derive the daily, weekly, and monthly data to analyse the performance and to derive task times etc.

Share:

The data extracted from the analysis will be transformed into summarized and meaningful reports and dashboards to share with team and also with the stakeholders in weekly meetings.

Act

Based on the reports and feedbacks from the stakeholders we need to change the targets if required and make other necessary changes and proceed with the project