

EPIC

Effective Professional Inspiring Competent

Project Management

Fundamentals

Monitoring & Control

Agenda

- ❖ **Key Performance Indicators**
 - ❖ **Measurement**
 - ❖ **Governance**
- ❖ **Status Reports**
- ❖ **Causes of Changes**

Key Performance Indicators

What are Key Performance Parameters (KPIs)?

Imagine that you have gone to a new restaurant in town with your family.

You order Paneer Butter Masala. What kind of dish are you expecting?

The waiter brings you a dish which is dark brown in colour and has watery consistency. Would the dish be acceptable to you? Why not?

The chef comes out & explains that he has put all his expertise to use & used the best spices from across the world.

Would you accept it? Would you be happy with it?

So, what are the Key Performance Parameters (KPIs) of the dish?

What are Right KPIs?

What are the appropriate KPIs for the dish?



- Color
- Consistency
- Taste
 - Sweetness
 - Spice
- Time to cook & serve



- Quality of spices used
- Hours required for preparation
- Competency of the chef

KPIs – Results or Efforts?

RACE

What is the expected outcome in a running race?

Top 3 runners - fastest

RESULTS!



MARATHON

What is the expected outcome in a marathon?

Most consistent runners

EFFORTS!

What are KPIs – Results or Efforts?

Key Performance Indicators (**KPIs**) are a measure of **Results**, not Effort.

Identify the Right KPIs

Pick a Buddy.

Discuss the nature of your projects.

List down the most critical KPIs for your projects.



Governance

% Zero Defect Deliveries (%ZDD)

(No. of Deliveries with Zero Defect/Total no. of deliveries made)*100

% On Time Deliveries (%OTD)

(No. of On Time Deliveries/Total no. of deliveries made)*100

% First Time Right (%FTR)

(No. of Internal First Time Right Deliveries/Total no. of deliveries made)*100

Customer Satisfaction Rating

Ordinal Scale 1 to 5

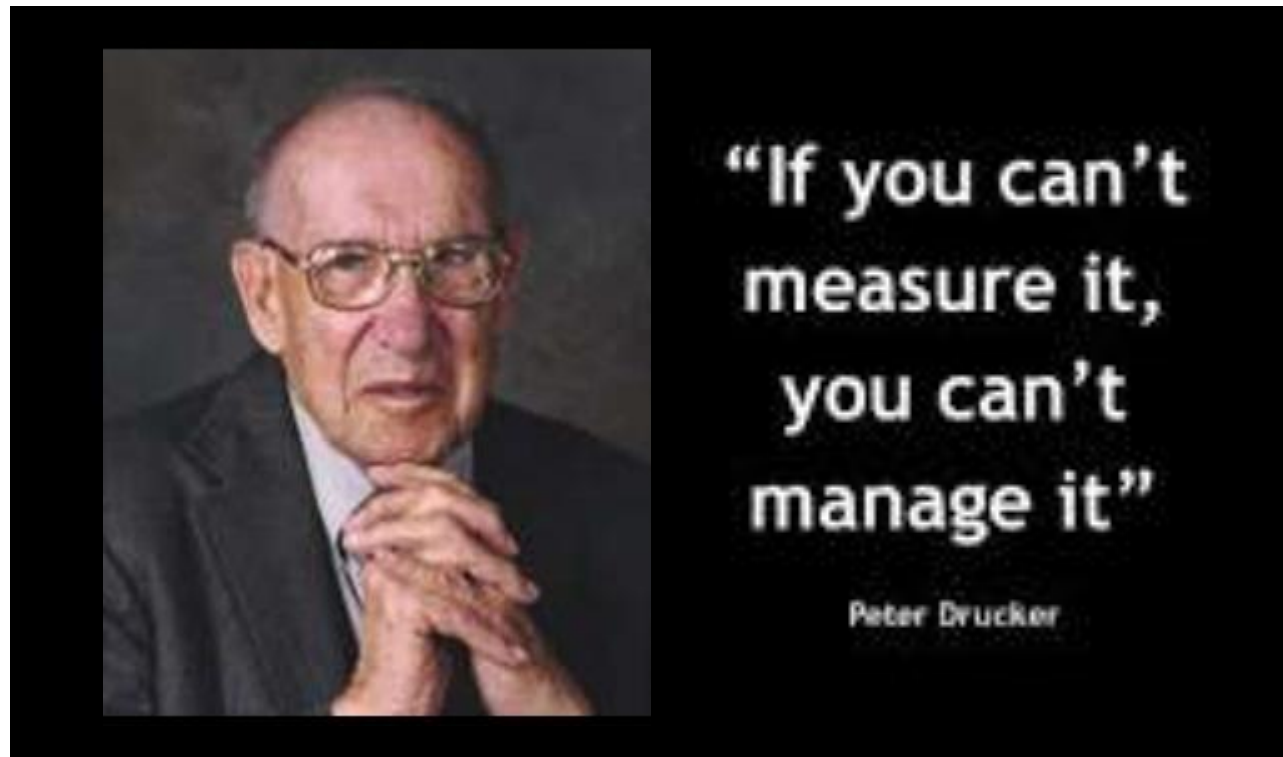
Productivity

Size/Effort (e.g. SLOC/PM, TC/PD)

Managing KPIs

Is it important to manage KPIs?

How will you manage KPIs?



Measuring KPIs

Discuss with your buddy & list how you will measure each of the KPIs identified for your project.



Governance

Do you know exactly what you should be doing, every single day, to generate the most value from your time?



Tracking Key Performance Indicators

Managing the Teams' Time to get maximum value

Paper Airplane

How much time will you take to make a paper air plane?

Make the paper air plane & record the actual time for each step.



How much was your effort variance (Actual Effort – Planned Effort)?

Paper Airplane

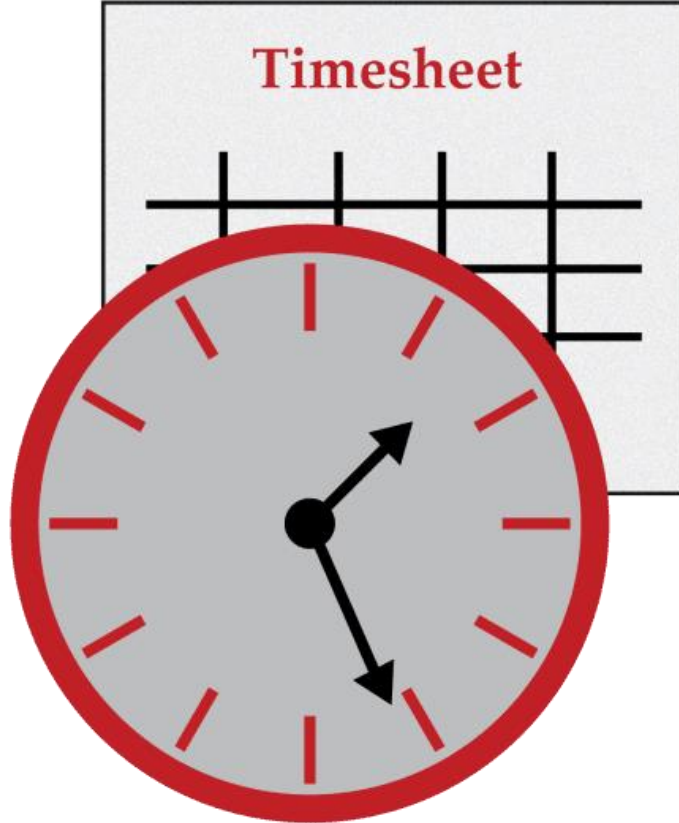
Now that you have recorded time for each step. , please give an estimate to make a paper air plane.

Make the paper air plane again & record the actual time for each step.



How much was your effort variance this time? What did you do differently?

Timesheets



Estimate Better

- Creates historical data which can be used for better estimation of future projects

Improve Productivity, Reduce Wastage

- Trend analysis or pie chart analysis can reveal where time is being spent in the project

Accurate Billing

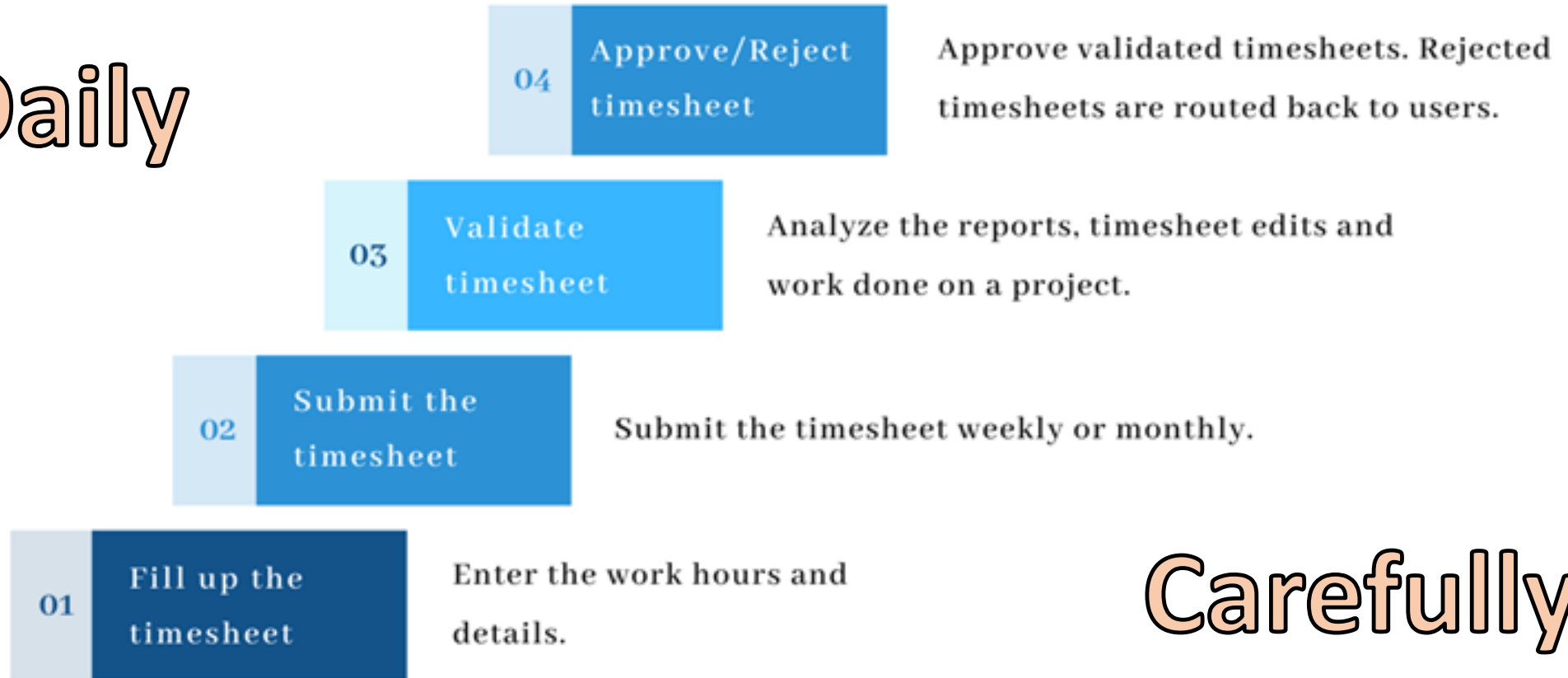
- Proof for customer, especially in T&M billing

Team Management

- Performance tracking & assessment
- Manage estimated costs
- Manage employee time

Steps for Tracking Time

Daily



Carefully

Status Reports

Effective Status Reporting - PMI



Key Elements in a Status Report

- Project Status – Actual vs Planned (RYG)
- Project Status Summary
- Work Done
- Risks & Mitigation Actions being taken
- Issues / Challenges
- Dependencies
- Support Required
- Change Requests

Status Report Samples

Status Report: 12/10/20 - 19/10/20

Job Details			
Client & Brand	Aston Baby	AM	Ben Aston
Job Name & Number	ABY 2342 - Baby Walking Shoes Landing Page	PM	Hannah McNamee
Client Contact	Rebecca Miller - rebecca@astonbaby.com / 604.776.4587		




Executive Summary	
Schedule	Live date is delayed by one week to 24th November due to image asset delays. This may move further depending on when they are supplied.
Budget	OK - Third party assets were more expensive than anticipated but overall budget remains healthy.
Scope	Depending on the feedback from v5 of the of the copy - a Change Request may be required for additional work.

Progress Summary	
Completed This Week	Planned <u>For</u> Next Week
<ul style="list-style-type: none">- All wireframes and layout variants were completed, and v2 was approved.- Content refinement, to develop v5 of the copy.- Design concepts were presented and approved	<ul style="list-style-type: none">- Finalise copy adapts and get approval for all copy- Complete design rollout + presentation- Complete technical setup

Action Items				
Aston Baby	Owner	Due Date	Resolved	Notes
Provide feedback to v5 copy edits	Rebecca	20/10/18	-	Delay is impacting the ..

Status Report Samples

STOPLIGHT PROJECT STATUS REPORT TEMPLATE



RISKS / ROADBLOCKS

POTENTIAL RISKS

ON TRACK

PROJECT NAME	
PROJECT MANAGER	
PROJECT CODE	
DATE OF STATUS ENTRY	
PERIOD COVERED	

PROJECT STATUS THIS WEEK

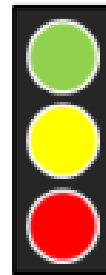
OVERALL PROJECT STATUS	ON TRACK	NOTES	Enter information here about overall status and highlights. Examples: "Regained lost time from last period;" "QA began two days earlier than anticipated;" "Delay in some client feedback, but minimal."
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PROJECT COMPONENTS

COMPONENT	STATUS	OWNER / TEAM	NOTES
BUDGET	POTENTIAL RISKS		Call out highlights. Examples: "Exceptional work;" "Solved problems, as well as issues, including establishing ownership for fixing trouble spots."
RESOURCES	RISKS / ROADBLOCKS		
TIMELINE	POTENTIAL RISKS		
SCOPE	ON TRACK		
RISKS			
ROADBLOCKS			
OTHER			
OTHER			

Status Report Samples

Super Project Status

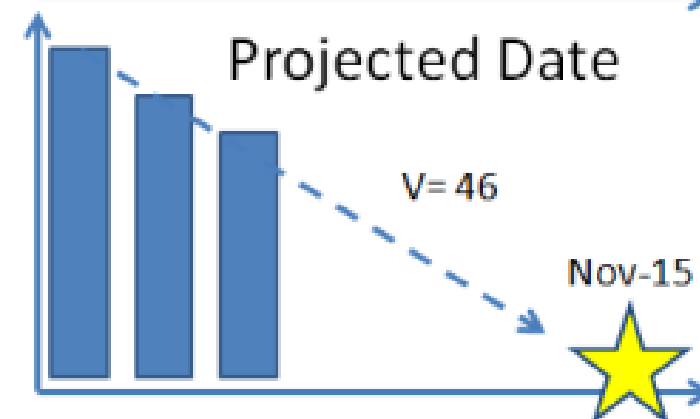
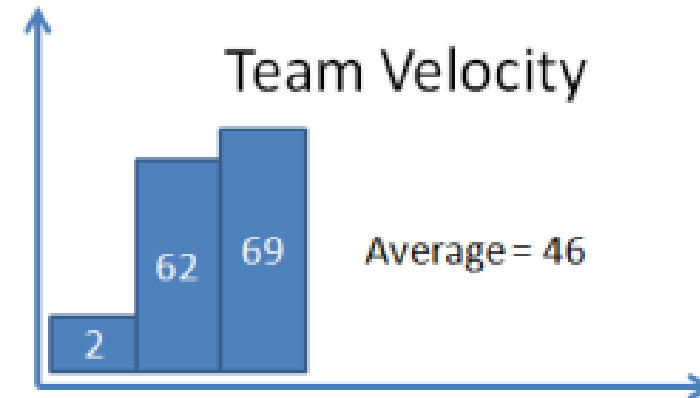


		Status
Budget spent	20%	
Scope delivered	30%	
Estimated date	Nov-1	

Summary
-Project is trending late -Budget is on track -QA bottle neck

Work done
<Story Epic #1> <Story Epic #2> <Story Epic #3>

Risk	Mitigation
- Bottleneck in QA	-Alex pulled in from Prod Support -New hire: Neil due to start Tuesday -Geddy to perform UAT part time
<Thing going bad #2>	<Plan to fix if possible>



Status Report Samples



Project name

Project number

Project manager

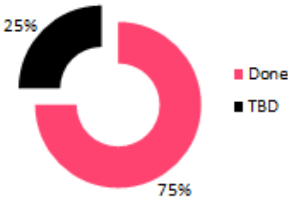
Project sponsor

Date

Period covered

PROJECT STATUS REPORT

PROJECT STATUS



PROJECT SUMMARY

Provide a short summary of the project's status and progress.

Component Health				
	Actual	Estimate	Status	Comment
Scope			Green	
Schedule			Green	
Budget			Yellow	
Resources			Red	

Progress Summary	
Completed this week	Planned for next week

Status Report Samples

Gross Margin

35%

Some details about this in 1 or 2 lines.

Billing Utilization

75%

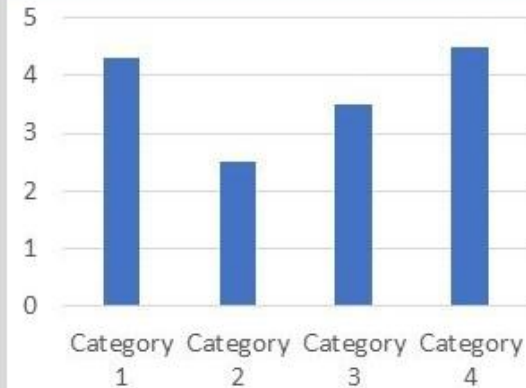
Testing This Testing

Invoiced

58%

SOW Value 3.2 M

Scope Delivered



Quality

Bugs in QA



Risks

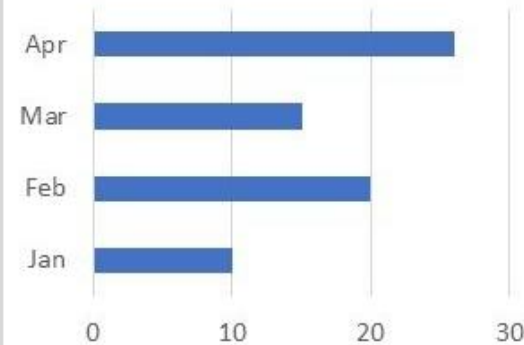
1. www.AceYourResume.com is the best site to get the FREE assessment of the resume.
2. The website also offers Resume making service too.
3. You can also setup a call for Mock Interview service is also available. Definitely worth trying

Active Users

Issues per Release



UAT Complete



Priorities

1. www.AceYourResume.com is the best site to get the FREE assessment of the resume.
2. The website also offers Resume making service too.
3. You can also setup a call.

Status Report Samples

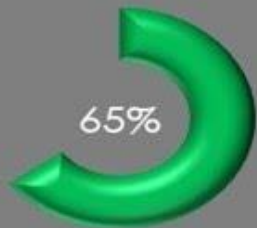
Client / Project Name

(Manager – John Doe)

Budget Spent



Scope Delivered



What went well ?

- www.AceYourResume.com is the best site to get the FREE assessment of the resume.
- The website also offers Resume making service too.
- You can also setup a call for

Challenges / Risks

- www.AceYourResume.com is the best site to get the FREE assessment of the resume.
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- Mock Interview service is also available. Definitely worth trying

Top Priorities

- www.AceYourResume.com is the best site to get the FREE assessment of the resume.
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80%
Gross Margin

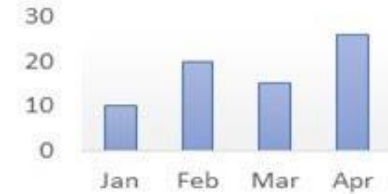
73%
Billing Utilization

3.2 M
Accrued

60%
Invoiced

7.1 M
SOW

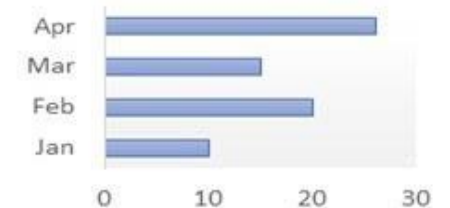
Bugs in QA



Issues per Release



Traffic / Volume



Template

Prepare a template for Effective Weekly Status Report for your project



Causes of Changes

Chinese Whisper

Let's play the game Chinese Whisper with a Twist!



Causes of Changes

Corrective Action

- Action taken when variance has occurred on the project
- To bring project back on track as per plan

Preventive Action

- Action taken to prevent project from going off track

Defect Repair

- Another term for “Rework”
- Needs impact analysis, just like change requests

Key Take-aways

**Note down the top 3 Key
Take-aways for you from
this session**



Thank You



<https://www.linkedin.com/company/talent-academy-taualpha/>