**1.INTRODUCTION**

Teachers without Frontiers (TWF) is an organization where teachers are trying to support students to minimize disruption in their education. The URL material to the resources are organized by year, subject, and topic and are matched with Pakistan's national curriculum, making it simple to discover the needed information each day. The Project Management Plan proposed by Team 1 in BE 605 Project Management grad course at the University of Waterloo is described in this document. The focus area will be on Grade 1 English and Mathematics courses.

Section 1 contains a brief introduction about the project plan giving a rough idea about its purpose. Section 2 comprises the project scope where the goals have been set to be achieved by the end of the project. Section 3 has project milestones and deliverables that will be accomplished to meet the deadlines. The Project Schedule and Management Plan is Section 4 comprises the schedule for each deliverable and the workflow pattern that will be followed within the team to execute each task. A Gantt chart is also provided with further details regarding the project schedule and timeline. Section 5, the Communication Management Plan, includes details about communication within the team and external stakeholders. It also incorporates the flow chart, which describes the communication flow that will be followed for information and message distribution. In section 6, the Change Management Plan will help the team consider the suggested changes and make good decisions on whether to incorporate them in the project plan. Appendix A and B includes a change management log and a change management form which must be followed if the project has to be amended in any way.

Further, section 7 deals with the Quality Management plan, which ensures delivery of the project within the scheduled timelines by conducting regular scrutiny at various levels in the project using techniques like QC matrix (Appendix C), CTQ tree. Section 8 is a risk management plan which identifies the risks associated with the project and discusses strategies to handle them. A risk register or risk log is maintained to log the risks that arise during the project. The human resource management plan in section 9 provides the profiles of the project team members, describes the various roles and responsibilities that the team members will perform. Section 10 of the project plan, with Sponsor and Professor Acceptance, brings the project plan to an end. After reading the entire plan, the professor and client will formally endorse it, verifying that they agree with what is being done and contribute where appropriate.

**2.** **PROJECT SCOPE**

**2.1. Scope Definition:**

The scope of the project includes all that we will be achieving by the end of the project. It is also our reference point to consider what we will be doing in detail in our project. It ensures that suggested project adjustments, activities, and deliverables are in line with the project's key objectives.

**2.2. InScope:**

1. Delivering the resource material only for grade 1 English and Mathematics, which will be URL's.
2. The resource material will be in multiple media forms like links, documents, videos, and games.
3. Uploading the content to the new resource library.
4. Providing resources from trusted sources that are free and meets the student learning outcomes (SLO's).
5. Referring to the new Pakistan national curriculum to update changes from the old library to the new library.

**2.3. Out of Scope:**

1. Providing learning resources that are irrelevant to grade 1 English and mathematics.
2. Creating new learning resources.
3. Developing the interface/website of the new resource library.
4. Modification of the curriculum.
5. Providing content in a language other than English.

**2.4. Project Assumptions:**

1. The latest Pakistani curriculum is provided.
2. Delivering the content specific to the units in English and mathematics of grade one
3. The stakeholders will guide for any further changes required after the project plan proposal.

**2.5. Project Constraints:**

1. Limited availability from group members due to the pandemic and variation in time zones.
2. The learning resources are available for free.
3. The project should be submitted by July 27th. , 2021.

**2.6. Objectives:**

“Teachers without Frontiers” TWF project group 1 aims at providing support in the form of digital learning resources for grade 1 English and Mathematics to minimize the disruption in education due to the ongoing pandemic and other constraints. Our focus is to support children's education through e-learning by giving the teachers and parents access to quality educational resources. We believe that young minds are the building blocks of society, so education plays a significant role in sufficing it. This makes us excited to work on this project and is the driving force to make this a successful one. Thus, Considering the aim and goal of the TWF, we have come up with the following objectives:

1. Provide free online teaching materials according to the new curriculum provided by the National curriculum of Pakistan and update the contents of the new education resource library.
2. Ensure delivery of high-quality and reliable content that will empower teachers, parents, and students with up-to-date study material.
3. Provide URLs with a user-friendly interface that can be accessed on any online platform and mobile device.
4. Support critical thinking and social change in societies through modern teaching practices.
5. Additionally, supply creative and fun learning websites to teachers and parents to sharpen up the growing and curious mindset of grade 1 children by engaging them in the physical DIY activities listed on the sites.

**3. PROJECT MILESTONES**

On daily basis, the project plan is scheduled, defining all assigned activities, and will be delivered based on the roles and the responsibilities of our project's groupmates. We launched our project meetings with an initial discussion on May 21, 2021 and had set our milestones and plans centered on the outcome of that meeting. The milestones are as follows:









**4. SCHEDULE AND MANAGEMENT PLAN**

**4.1. Management Plan Workflow:**

This is the Project Management plan, a formal, approved document that defines how the project will be executed, monitored, and controlled by the group. This document describes the project group's approach to delivering the intended scope and fulfilling the project's objectives.

1. New task initiation.
2. Research is done for new resources as per the topics described in the task.
3. After finding the available resources and comparing them with the old data, a new change request is created if the data is new or else change request is not initiated.
4. If no change request is generated, then the old data is sent for approval to the "Project Manager" and further communicated to the external stakeholders and sponsors by "Communication managers".
5. If a change request is initiated after the Research phase, a CR is generated by the "Change Manager" and sent for approval to the "Project Manager".
6. If approved, its quality and risk are evaluated by the "Quality Manager" and "Risk Manager" respectively.
7. If data is found unfit or not up to the mark after the quality check or found unreliable and prone to risks after risk assessment, the data will be discarded, and a new research phase request will be initiated.
8. If research data is found 'OK' after quality and risk assessment, it is further sent for approval to the "Project Manager".
9. "Project Manager" refers to the feedback from each assessment and decides to approval it.
10. If not approved, again, the research phase is initiated for new data accumulation.
11. If approved, data is further communicated by "Communication Managers" to the external stakeholders and sponsors.
12. Any feedback or suggestion are noted by the "Communication Manager" and further communicated within the group immediately after the meeting with stakeholders and is discussed in detail in an upcoming group meeting.
13. Task closure.

**Diagram

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**4.2. Gantt Chart:**

The detailed illustration of the Gantt Chart is also displayed below:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Project Name** | **Department** | **Project Duration**  **in days** | **Project Start Date** | **Project Finish Date** |
| **Group – 1 Mathematics and English for Grade 1** | **Project Manager Communication Management Change Management Quality Management Risk Management Human Resource Management** | **67** | **Friday, May 21, 2021** | **Tuesday, July 27, 2021** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Task ID** | **Activity** | **Responsible for the activity** | **Duration** | **Start Date** | **Finish Date** |
| **1** | **Introduction meeting to build the group** | **Collaboration of the group** | **1** | **Friday, May 21, 2021** | **Saturday, May 22, 2021** |
| **2** | **Assigning roles and responsibilities for the group members to prepare the project management plan** | **Project manager, along with the collaboration of the group** | **5** | **Wednesday, May 26, 2021** | **Monday, May 31, 2021** |
| **3** | **Submission of the Project Management Plan** | **Communication group along with Project Manager** | **1** | **Monday, May 31, 2021** | **Tuesday, June 1, 2021** |
| **4** | **Analyzing the feedback of the Professor and constructing a list of changes to be made.** | **Examination by the Change Management** | **1** | **Tuesday, June 1, 2021** | **Wednesday, June 2, 2021** |
| **5** | **Unit 1: Locating resources for English. Weekly meeting 1A: Updating the group regarding completion status.** | **Collaboration of the group** | **2** | **Wednesday, June 2, 2021** | **Friday, June 4, 2021** |
| **6** | **Unit 1: English Quality Assurance Check** | **Inspection by the Quality Management** | **1** | **Friday, June 4, 2021** | **Saturday, June 5, 2021** |
| **7** | **Unit 1: English Risk Assessment Weekly meeting 1B: Updating the group regarding completion status.** | **Evaluation by the Risk Management** | **1** | **Saturday, June 5, 2021** | **Sunday, June 6, 2021** |
| **8** | **Unit 1: Updating the approved English links to the library** | **Approval of Project manager along with the collaboration of the group** | **1** | **Sunday, June 6, 2021** | **Monday, June 7, 2021** |
| **9** | **Preparation of the weekly status report and submission to the professor** | **Communication group along with Project Manager** | **1** | **Monday, June 7, 2021** | **Tuesday, June 8, 2021** |
| **10** | **Analyzing the feedback of the Professor and constructing a list of changes to be made.** | **Examination by the Change Management** | **1** | **Tuesday, June 8, 2021** | **Wednesday, June 9, 2021** |
| **11** | **Unit 1: Locating resources for Mathematics Weekly meeting 2A: Updating the group regarding completion status.** | **Collaboration of the group** | **2** | **Wednesday, June 9, 2021** | **Friday, June 11, 2021** |
| **12** | **Unit 1: Mathematics Quality Assurance Check.** | **Inspection by the Quality Management** | **1** | **Friday, June 11, 2021** | **Saturday, June 12, 2021** |
| **13** | **Unit 1: Mathematics Risk Assessment Weekly meeting 2B: Updating the group regarding completion status.** | **Evaluation by the Risk Management** | **1** | **Saturday, June 12, 2021** | **Sunday, June 13, 2021** |
| **14** | **Unit 1: Updating the approved Mathematics links to the library** | **Approval of Project manager along with the collaboration of the group** | **1** | **Sunday, June 13, 2021** | **Monday, June 14, 2021** |
| **15** | **Preparation of the weekly status report and submission to the professor** | **Communication group along with Project Manager** | **1** | **Monday, June 14, 2021** | **Tuesday, June 15, 2021** |
| **16** | **Analyzing the feedback of the Professor and constructing a list of changes to be made.** | **Examination by the Change Management** | **1** | **Tuesday, June 15, 2021** | **Wednesday, June 16, 2021** |
| **17** | **Unit 2: Locating resources for English and Mathematics Weekly meeting 3A: Updating the group regarding completion status.** | **Collaboration of the group** | **2** | **Wednesday, June 16, 2021** | **Friday, June 18, 2021** |
| **18** | **Unit 2: Mathematics and English Quality Assurance Check** | **Inspection by the Quality Management** | **1** | **Friday, June 18, 2021** | **Saturday, June 19, 2021** |
| **19** | **Unit 2: Mathematics and English Risk Assessment Weekly meeting 3B: Updating the group regarding completion status.** | **Evaluation by the Risk Management** | **1** | **Saturday, June 19, 2021** | **Sunday, June 20, 2021** |
| **20** | **Unit 2: Updating the approved English and Mathematics links to the library** | **Approval of Project manager along with the collaboration of the group** | **1** | **Sunday, June 20, 2021** | **Monday, June 21, 2021** |
| **21** | **Preparation of the weekly status report and submission to the professor** | **Communication group along with Project Manager** | **1** | **Monday, June 21, 2021** | **Tuesday, June 22, 2021** |
| **22** | **Analyzing the feedback of the Professor and constructing a list of changes to be made.** | **Examination by the Change Management** | **1** | **Tuesday, June 22, 2021** | **Wednesday, June 23, 2021** |
| **23** | **Unit 3: Locating resources for English. Weekly meeting 4A: Updating the group regarding completion status.** | **Collaboration of the group** | **2** | **Wednesday, June 23, 2021** | **Friday, June 25, 2021** |
| **24** | **Unit 3: English Quality Assurance Check** | **Inspection by the Quality Management** | **1** | **Friday, June 25, 2021** | **Saturday, June 26, 2021** |
| **25** | **Unit 3: English Risk Assessment Weekly meeting 4B: Updating the group regarding completion status.** | **Evaluation by the Risk Management** | **1** | **Saturday, June 26, 2021** | **Sunday, June 27, 2021** |
| **26** | **Unit 3: Updating the approved English links to the library** | **Approval of Project manager along with the collaboration of the group** | **1** | **Sunday, June 27, 2021** | **Monday, June 28, 2021** |
| **27** | **Preparation of the weekly status report and submission to the professor** | **Communication group along with Project Manager** | **1** | **Monday, June 28, 2021** | **Tuesday, June 29, 2021** |
| **28** | **Analyzing the feedback of the Professor and constructing a list of changes to be made.** | **Examination by the Change Management** | **1** | **Tuesday, June 29, 2021** | **Wednesday, June 30, 2021** |
| **29** | **Unit 3: Locating resources for Mathematics. Weekly meeting 5A: Updating the group regarding completion status.** | **Collaboration of the group** | **2** | **Wednesday, June 30, 2021** | **Friday, July 2, 2021** |
| **30** | **Unit 3: Mathematics Quality Assurance Check** | **Inspection by the Quality Management** | **1** | **Friday, July 2, 2021** | **Saturday, July 3, 2021** |
| **31** | **Unit 3: Mathematics Risk Assessment Weekly meeting 5B: Updation to the group's status of completion.** | **Evaluation by the Risk Management** | **1** | **Saturday, July 3, 2021** | **Sunday, July 4, 2021** |
| **32** | **Unit 3: Updating the approved Mathematics links to the library** | **Approval of Project manager along with the collaboration of the group** | **1** | **Sunday, July 4, 2021** | **Monday, July 5, 2021** |
| **33** | **Preparation of the weekly status report and submission to the professor** | **Communication group along with Project Manager** | **1** | **Monday, July 5, 2021** | **Tuesday, July 6, 2021** |
| **34** | **Analyzing the feedback of the Professor and constructing a list of changes to be made.** | **Examination by the Change Management** | **1** | **Tuesday, July 6, 2021** | **Wednesday, July 7, 2021** |
| **35** | **Unit 4: Locating resources for English and Mathematics Weekly meeting 6A: Updating the group regarding completion status.** | **Collaboration of the group** | **2** | **Wednesday, July 7, 2021** | **Friday, July 9, 2021** |
| **36** | **Unit 4: Mathematics and English Quality Assurance Check** | **Inspection by the Quality Management** | **1** | **Friday, July 9, 2021** | **Saturday, July 10, 2021** |
| **37** | **Unit 4: Mathematics and English Risk Assessment Weekly meeting 6B: Updating the group regarding completion status.** | **Evaluation by the Risk Management** | **1** | **Saturday, July 10, 2021** | **Sunday, July 11, 2021** |
| **38** | **Unit 4: Updating the approved English and Mathematics links to the library** | **Approval of Project manager along with the collaboration of the group** | **1** | **Sunday, July 11, 2021** | **Monday, July 12, 2021** |
| **39** | **Preparation of the weekly status report and submission to the professor** | **Communication group along with Project Manager** | **1** | **Monday, July 12, 2021** | **Tuesday, July 13, 2021** |
| **40** | **Analyzing the feedback of the Professor and constructing a list of changes to be made.** | **Examination by the Change Management** | **1** | **Tuesday, July 13, 2021** | **Wednesday, July 14, 2021** |
| **41** | **Unit 5: Locating resources for English and Mathematics Weekly meeting 7A: Updating the group regarding completion status.** | **Collaboration of the group** | **2** | **Wednesday, July 14, 2021** | **Friday, July 16, 2021** |
| **42** | **Unit 5: Mathematics and English Quality Assurance Check** | **Inspection by the Quality Management** | **1** | **Friday, July 16, 2021** | **Saturday, July 17, 2021** |
| **43** | **Unit 5: Mathematics and English Risk Assessment Weekly meeting 7B: Updating the group regarding completion status.** | **Evaluation by the Risk Management** | **1** | **Saturday, July 17, 2021** | **Sunday, July 18, 2021** |
| **44** | **Unit 5: Updating the approved English and Mathematics links to the library** | **Approval of Project manager along with the collaboration of the group** | **1** | **Sunday, July 18, 2021** | **Monday, July 19, 2021** |
| **45** | **Preparation of the weekly status report and submission to the professor** | **Communication group along with Project Manager** | **1** | **Monday, July 19, 2021** | **Tuesday, July 20, 2021** |
| **46** | **Analyzing the feedback of the Professor and constructing a list of changes to be made.** | **Examination by the Change Management** | **1** | **Tuesday, July 20, 2021** | **Wednesday, July 21, 2021** |
| **47** | **Unit 6: Locating resources for Mathematics Weekly meeting 8A: Updating the group regarding completion status.** | **Collaboration of the group** | **2** | **Wednesday, July 21, 2021** | **Friday, July 23, 2021** |
| **48** | **Unit 6: Mathematics Quality Assurance Check** | **Inspection by the Quality Management** | **1** | **Friday, July 23, 2021** | **Saturday, July 24, 2021** |
| **49** | **Unit 6: Mathematics Risk Assessment Weekly meeting 8B: Updation to the group's status of completion.** | **Evaluation by the Risk Management** | **1** | **Saturday, July 24, 2021** | **Sunday, July 25, 2021** |
| **50** | **Unit 6: Updating the approved English and Mathematics links to the library** | **Approval of Project manager along with the collaboration of the group** | **1** | **Sunday, July 25, 2021** | **Monday, July 26, 2021** |
| **51** | **Preparation of the weekly status report and submission to the professor. Preparation of final report. Review and submission of the final report** | **Communication group along with Project Manager** | **1** | **Monday, July 26, 2021** | **Tuesday, July 27, 2021** |
| **52** | **Time for Celebration** | **Whole group** |  | **Wednesday, 28 July 2021** | **Wednesday, 28 July 2021** |
|  |  |  |  |  |  |

**5. COMMUNICATIONS MANAGEMENT PLAN**

**5.1. Introduction:**

A communication plan defines how information and updates are shared within our group. The plan identifies three fundamental questions with whom, when, and how the communication will happen within the group and outside stakeholders. This Communication Management Plan will provide a framework to ensure that the project deliverables and all the personnel in charge are aware of their tasks. It also clearly identifies group members' responsibilities, escalation matrix for internal communication flow, channels, or communication tools used for effective communication, sets out how often stakeholders and the project group would **communicate with each** other to resolve issues or get status updates.

**5.2. Objectives Of Our Communication Plan:**

1. To facilitate resources and point out appropriate pathways of communication among the group members whenever a need arises.
2. To ensure project scope is accomplished with proper information sharing within the group. Thus, ensuring effective project coordination.
3. To provide effective communication without delay or barrier within and outside the project group, stakeholders, and professor.
4. To define and utilize up-to-date communication tools for effective and engaging meetings, which will lead to the project's success.

**5.3. Project Communication Flow:**

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**5.4. Communication Channel:**

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1. **CHANGE MANAGEMENT PLAN**

**6.1. Aim:**

The main aim of the change management plan is to incorporate the changes in the project without trading off the quality, scope, objectives, and timelines of the project. We plan to include a change management plan to successfully implement our Teachers Without Frontiers Group-1 English and Mathematics Grade-1 project.

**6.2. Scope:**

Any project during the project cycle may have to see changes regularly. The pressure to incorporate changes in the plan can be either from the project group or project stakeholders. Some of the suggested changes will be reasonable to include in the project, and some changes could leave the project severely off track. A change management plan defines roles and tasks to control and administer change in the project's execution of control phases. It allows us to consider suggested changes and make sound judgments on whether to incorporate them in your project plan or not. Change Management Plan will play a vital role in successfully implementing our Teachers Without Frontiers Group-1 English and Mathematics Grade-1 project. The project's primary audience would cover the project group, manager, sponsor, and stakeholders.

**6.3. Change Management Process:**

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**6.4. Types Of Changes:**

We can call the variation from the actual plan, such as adding or deleting, or modifying content as change. It helps to assess the effect of the change in our project. The following are the possible areas where changes might take place during our project schedule.

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**6.5. Change Management Form and Log:**

The change request form and the change management log are used for the Change Management Control Process. Appendix A depicts the Change Request Log, and Appendix B represents the Change Management Form.

The below table shows the various status report levels of a change request.

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The below table shows the various priority levels of a change request.

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**6.6. Change Management Roles and Responsibilities:**

Below are the Change Management Roles and Responsibilities of the project group and stakeholders.

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# **7. QUALITY MANAGEMENT PLAN**

# **7.1. Quality Management:**

The chief objective of the Quality Management Plan is to ensure that the project output is of utmost quality and fits the intended purpose. Quality must always be thought of and planned well in advance to prevent redundant work and avoid loss of time and resources. Quality should also be considered from both the result and process perspective. This plan illustrates the proposal of Group-1(English and Mathematics for Grade-1) in handling the quality from project kick-off to completion. It ensures that the links provided on the website (<https://twf.cel.uwaterloo.ca/> ) are authentic, easy to access – on various devices; specifically, mobile phones meet the teachers' needs in delivering tech-based learning. This group uses the following procedures – Quality Planning, Quality Control, Quality Assurance, and Continuous Quality Improvement to meet the quality standards. This plan also provides clear definitions of the Principles of Quality Management and QM Group Responsibilities.

# **7.2. Principles Of Quality Management:**

Quality Management principles are a set of rules and standard norms that are to be implemented and utilized during the project's quality management phase. For improving the quality of the project, the following seven principles would be useful –

1. **Customer focus**

The foremost important principle would be to meet and strive to exceed customer requirements. Our current project focuses on meeting the client's requirements by providing user-friendly URLs for students, teachers, and parents.

1. **Leadership**

Leaders would establish the purpose of the project, provide directions, and enable the workforce to engage in reaching the quality standards. To ensure quality in our project, the Project manager sets weekly goals to be achieved, to maintain the harmony and quality of the project.

1. **Engagement of people**

Involvement of the project workforce at all levels would allow the group together to enhance its capability to create and deliver value to the project. The decisions in our project will recognize and involve every group member’s aspect to enhance the project's quality.

1. **Process approach**

All the tasks and the characteristics, defined initially for the project, should be handled as processes that could lead to more efficient deliverables. The resources and the links accumulated in our project will undergo rigorous screening to ensure high performance and effectiveness are attained in the specified time frame.

1. **Improvement**

Continuous improvement of the project's overall performance should be the focus to accomplish the project successfully. All the data accumulated would be reassessed and changes will be incorporated to maintain the project quality standards.

1. **Evidence-based decision making**

Effective results would be based on the evaluation and the analysis of the data and information available. The decisions that will be captured during our project will be based on the facts, evidence, and validations of the URLs to ensure the correctness of the data.

1. **Relationship management**

To create value out of the project, the project group will need to manage its relationship with all the involved parties to enhance the performance. In our project, all the communication between the client, project group, and the project owner is considered to ensure that the client’s expectations are accomplished.

# **7.3. Quality Planning:**

Quality planning directs the extent of what is to be validated, which metrics will determine whether the project is efficient enough to aid teachers in imparting tech-based learning, innovate critical thinking in students and how these aspects will be fulfilled, from project initiation to project closure. It defines an orderly set of actions that specify how to function in a project to establish the outcomes in order to meet the customer requirements.

# **7.4. Quality Control:**

Quality Control includes the standards and regulations a quality group must follow to achieve fruitful results. Various steps involved in examining the performance, such as making notes of the results during and at the end of all the processes, making sure that the results at each stage are valid, are defined under QC. This generally gives us the measure of any defects within the project.

The following table shows the Quality Control standards, responsible group member(s), and how regularly these quality checks are carried out. Table

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# **7.5. Quality Assurance:**

Quality Assurance considers the quality specifications and conclusions drawn from quality control assessments. It assures that the required level of quality is met. In short, it is a step-by-step measure of the output to ensure that the final product meets the project specifications. The following table shows the Quality Assurance standards, responsible group member(s), and how regularly these assessments are carried out.

Table

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**7.6. CTQ Tree:**

In our project, we are also utilizing the concept of a CTQ Tree, which stands for Critical-To Quality Tree. The characteristics of the product that are critical to quality as judged by customers are known as CTQ. A CTQ tree is a Six Sigma tool that identifies the need(s) of the customer and evaluates the features of the product that the customer values the most. It helps in determining the quality drivers, the requirements and helps in finding ways to reach the target.

A CTQ tree can have 3-5 components based on the customer requirement. Here we are breaking down the need into four component areas:

* *Need* – What customer requirements are you fulfilling with your product?
* *Drivers* – Which elements are considered by the customers when judging the quality of the product?
* *Requirements* – What product requirements are needed to make those drivers meet customer standards?
* *Target* – What individual target (part of the need) is achieved with each requirement fulfillment?

Below is the CTQ Tree that enables TWF Group-1 English and Mathematics for Grade-1 to define customer needs in a lucid way.

Diagram

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# **7.7. Continuous Improvement in Quality:**

# This includes tools that can be used to improve processes and actions during and at the end of the project to produce a result of greater quality. In our project, we are opting for the “***Plan-Do-Check-Act***” cycle, which aids in continuous quality improvement. The structure and methodology of this continuous improvement system keep us on track in maintaining focus on project objectives.

Diagram, venn diagram

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* **P** — Plan — Plan the improvement we want to make based on observation or an outcome.
* **D** — Do — Do the actions, make the changes, make the modifications and update the procedure.
* **C** — Check — Check the results and implications of the improvement.
* **A** — Act — Act on observations and make any modifications or further improvements if necessary.

*Source: Google images*

# **7.8. Quality Management Group Responsibilities:**

The most efficient way of assigning and documenting the responsibilities is using the Responsibility Assignment Matrix (RACI Matrix). Using RACI, responsibilities can be categorized as who is Responsible (R), is Accountable (A), must be Consulted with (C), and shall stay Informed (I).

Table

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1. **RISK MANAGEMENT PLAN**

Risks are sometimes called complications that occur in a project. These complications could cause a project to fail. Risks sometimes can cause a change in the whole plan that the group has been following. Different types of risks can occur in a project, such as a cost, performance, schedule, communication, strategy. These uncertainties might or might not occur but to have a risk management plan before starting a project is advisable. Also, this plan must be revisited during the project to make sure the project is on track without deviations.

The group has understood different types of risks associated with a project, identified the potential risks, and has developed solutions/strategies to handle them.

1. The group can take a longer time than expected to reach milestones or deliveries. Reasons could be workload, group members taking off in between as the group members are graduate students and will have other course deadlines. This is a schedule risk that can affect the timelines proposed and can be avoided or handled by

* Having weekly meetings, discussing the progress of the tasks assigned, and ensuring there are no bottlenecks.
* Each member must plan their work properly and the project manager must be aware of the workload.

1. Content that is gathered online can sometimes have copyright issues. This is a serious risk that can have an impact on the project group as well as on the client. This must be handled in the following way.

* Group members must double-check if there are any copyright issues while they are collecting the resources.
* The quality management group will be responsible for avoiding these types of risks.

1. There can be changes from the client or the professor. This can lead to a change in the ongoing work plan. This can be handled by

* The change management group will take care of such risks and will make sure these are not affecting the work plan that is being followed. Proper procedure has been considered for any such changes that might occur.

1. A link to the website that was working initially might not work at the time of delivery. This could occur and must be handled.

* The quality management group will check the resources collected before delivering the project to the client to ensure the delivered resources are of good quality and are working.

1. There can be a difference in opinion between the group members regarding the resources collected or meeting timings, affecting the group spirit and eventually deliverables.

* The project manager or HR will deal with such issues and make sure there are no conflicts between group members.

1. The work that is being done might not be as expected by the client. This is a performance risk that must be handled.

* Project scope and objectives are clearly defined in the project plan, and these must be visited regularly.
* Weekly meetings within the group and discussing the progress with the professor helps to avoid such risks.

1. Operational risks can occur in terms of issues in the process being followed, or the implemented plan does not solve the raised problem. The project manager handles such issues.

Below is a sample of a risk register or a risk log. This will be used to track risks that are identified during the project. The risk register contains a risk ID to make the tracking easy, the date, description, severity, owner who is responsible for solving the risk, action to be taken, and the status, if it is closed or opened.

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1. **HUMAN RESOURCE MANAGEMENT PLAN**

The success of the project depends on how project managers plan and manage their staff. The human resource management plan provides profiles of the project group members, describes the various roles and responsibilities that the group members will perform, and sets out the guidelines by which the group will operate.

**9.1. Roles and Responsibilities:**

1. Project Manager
   1. Focus on the overall activities of the project.
   2. Keep the communication with sponsors and the project group members to supervise the progress of the project.
   3. Ensures satisfaction within the group and the sponsors.
   4. Resolve any issues within the group and manage the risks with the sponsors.
2. Communication Manager & Lead
   1. Coordinate amongst group members to facilitate regular group meetings.
   2. Respond to communication issues swiftly.
   3. Prepare detailed status report.
   4. Responsible for following up on decided actions.
3. Quality Manager & Lead
   1. Understand the sponsor’s requirements and develop an effective quality control process.
   2. Ensure quality standards are set for information to be accurate and reliable.
   3. Examine the quality of each resource and the final compiled work.
   4. Assure the quality of the work by making required changes wherever the quality is not up to the mark.
4. Change Manager & Lead
   1. Responsible for incorporating the changes suggested by the group members or the sponsors.
   2. Complete change management assessments, change impact assessments.
   3. Define and measure success metrics and monitor change progress.
   4. Proactively identify and implement improvements to the change management strategy & methodology.
5. Risk Assessment Manager & Lead
   1. Create a risk management plan by identifying potential risks and seek suitable solutions.
   2. Register and track the necessary information required to manage the project changes from initiation to delivery effectively.
   3. Set up an organized and effective procedure for tracking the submission, coordination, review, evaluation, categorization, and approval to release all changes to the project's standards.
   4. Support project manager and group members with tools and means to identify, assess, control, and respond to risks and issues of the project.
6. Human Resource Manager
   1. Determine appropriate resources required for the project.
   2. Make sure all roles and responsibilities are clearly assigned on the project.
   3. Organize and manage the group effectively.
   4. Conduct group performance review, recognize and reward the group members.

# **9.2. Mapping Roles to Group Members:**

The roles are assigned to the individuals based on a survey that we conducted. This survey collected the data on group members’ competencies, knowledge, and expertise. The roles were clearly discussed and agreed upon by all the group members during the TWF Group-1 English and Mathematics for Grade-1 initial group meeting.

Table

Description automatically generated

# **9.3. Project Organizational Structure:**

The below chart shows the hierarchical classification of the group to ensure efficiency in task allocation and increase the project's performance.

Graphical user interface, text, application, chat or text message

Description automatically generated

**9.4. Core Values:**

To assure results of greater quality, TWF Group-1 English, Mathematics Grade-1 has adapted *Douglas McGregor’s* list of the unique characteristics of an effective group:

* *Understanding, mutual agreement, and identification with respect to the primary task*

When actions are decided upon, clear assignments are made and accepted by the members.

* *Open communications*

All the group members should be able to express their ideas without any inhibitions. There is a lot of task-relevant discussions in which most members participate.

* *Mutual trust*

The members listen well to each other, build ideas trusting the capability of other group members.

* *Mutual support*

Be committed to the assigned tasks and support each other to deliver outcomes in a timely manner.

* *Management of human differences leading to group synergy.*

Conflicts and disagreements are present but are centered around ideas and methods, not around personalities and people.

* *Selective use of the group & appropriate member skills*

The potential and experience of every individual are considered, and suitable work is assigned.

* *Leadership*

Directing the group and integrating the above characteristics.

With all these values in place, TWF Group-1 English and Mathematics Grade-1 group believes in successfully accomplishing its mission. In addition to a greater level of productivity, the personal and interpersonal needs of the members are also simultaneously satisfied.

**9.5. Performance Evaluation and Appraisal:**

Checks on performance at regular intervals are essential for the smooth delivery of the project. Communication plays a key role here. The Project Manager assigns the tasks (after discussions within the group) and gives clear directions on what is expected from everyone. The outcome should be relevant, efficient, accurate, reliable, and delivered within the defined timelines. These factors are taken into consideration, and the performance of the group is evaluated. Below recognitions are virtually awarded to the group members based on their working potential.

* *STAR* – For the members who exceed the expectations.
* *BRAVO* – For the members who offer help and support to other group members.
* *DIAMOND* – For the members who solve any internal issues quickly (that might arise).

More activities -

* Virtual game nights are planned monthly to enable group engagement and improve group spirit.
* The project sponsor will acknowledge the input of the group members towards the completion of the project and vice-versa.
* On successful project completion and delivery, a virtual party will be held with all group members.

**10.** **SPONSOR AND PROFESSOR ACCEPTANCE**

The Client and Professor should sign regarding their formal acceptance of the project plan.

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Position** | **Signature** | **Date** |
| TWF Group | Client |  |  |
| Prof. Peter Carr | Professor |  |  |

**APPENDIX**

**Appendix-A: Change Management Log:**

Screenshot of a computer screen

Description automatically generated with medium confidence

**Appendix-B: Change Management Form:**

Graphical user interface, application, table

Description automatically generated

**Appendix-C: Quality Control Matrix:**

Table

Description automatically generated