



PROJECT DELIVERY

Introduction

For a project to be successful it must:

- deliver the outcomes and benefits required by the organisation, its delivery partners and other stakeholder organisations
- create and implement deliverables that meet agreed requirements
- meet time targets
- stay within financial budgets
- involve all the right people
- make best use of resources in the organisation and elsewhere
- take account of changes in the way the organisation operates
- manage any risks that could jeopardise success
- consider the needs of staff and other stakeholders who will be impacted by the changes brought about by the project.

Each project must be considered on its own merits when it comes to deciding the degree of rigour required for project management. The factors that will contribute towards this decision include:

- Criticality to the work of the organisation and/or its delivery partners
- Value of benefits expected from the project
- Degree of risk
- Likely duration
- Amount of effort required to deliver
- Complexity
- Likely spend
- Multi-disciplinary requirements
- Source of funding
- Degree of impact on different parts of the organisation and beyond
- Requirement to involve external suppliers and partner organisation the project

Planning

It is essential to start with a solid foundation. The foundation should start at the hierarchical level and not with individuals. There should be an apt division of work between individuals.

- **Roles and Responsibilities:** It is essential to develop an appropriate team structure for better efficiency, team communication and delivery of projects.
- **Standards:** The adoption of standard project management methods and practices allows us to deliver the project on time. This also helps new employees on board, to quickly learn and adopt the environment created.
- **Policies:** The implementation of standard policies creates the foundations for reporting as well as implementing arrangements.

Resources

Without competent people on board, it is impossible to succeed with on time project completion. Team members will have unique skills or deep industry

knowledge. A positive and motivated environment is necessary for project success.

Objectives

Team members need to know what they are doing and why they are doing it to evaluate the importance of the task assigned to them, which is vital for the project success. One of the most critical parts is defining goals for the project. That does not mean only large projects, but even small projects are critically important.

Control

This is probably the most important part of any project specifically when related to the scope of work and budget. Any changes to a project will impact on the overall project plan or budget. Sometimes even small changes can fail the project in getting desired results. In such a scenario, the project manager should define a strong control process.

Monitor

Monitoring of the project is critical, so that all members of the project team know the status of the project at every given point of time. This helps in replying to the clients regarding status of the project, irrespective of whether the team member is being questioned, or the project manager himself has to reply. Everything should be known well in advance, whether it is the timeline, or the current position of the project. A suitable project management tracking system is to be put in place to track the entire project.

Measure

It is essential that all team members or any person related to the project, are aware of the project objectives. The ability to define, capture, and track the project, is essential for management and all team members.

Improve

There is always scope for improvements. The main improvement areas are:

- **People:** Improving skills of people working for us, by training them through assignment of challenging projects and formal training.
- **Projects:** Learn and capture from every project. Understanding client issues or hurdles that came in the project. Take note of decisions and steps made to take care of those problems leading to successful project completion.
- **Technology:** Opt for a better technology available in the market to increase efficiency and quality of the project delivery.

By implementing such improvements, we will be in a better position to improve the project delivery process.

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