

This document is Project Evaluation Report Assessor.
It is part of the supporting assessment resources for Assessment Task 4 of BSBPMG532.

Eco-Natural Skin Care Australia Website Development Project

Project Quality Evaluation Report

Performance against Quality Objectives

(250 to 300 words approx.)

Students must outline the quality objectives for the project as per their quality management plan. The review must include: effective project delivery, effective project management, fit for purpose deliverables and customer satisfaction. Wording to describe the objectives may vary but must reflect the following:

Effective Project Delivery: To facilitate the delivery of the project on time and within +/- 10% budget, with successful achievement of the Project Objectives as defined in the project charter.

Effective Project Management: To ensure that the project management methodology is adhered to and all key processes involved in project management are undertaken effectively for the project. Including output of deliverables that align with the developed Project Framework:

- Project Proposal
- Project Charter
- Stakeholder Register
- Steering Committee Terms of Reference
- Communication Plan
- Risk Management
- Quality Management Plan
- Project Management Plan
- Post Implementation Review
- Change Request Process

Fit for Purpose Deliverables: Deliverables are efficient, effective and meet the requirements of all project team and stakeholder members.

Customer Satisfaction: Major stakeholders are satisfied with the final project outcome.

Students must provide an evaluation of how the project performed in terms of quality standards as per the Final Project Status Report. Wording may vary but must reflect the following:

Effective project delivery evaluation - the project was not delivered on time. However, in the end the quality management process ensured that issues were corrected and the project outcome while late was not significantly over time.

The budget overrun was significant. However, the main cause for the budget overrun was an additional item added by the CEO. Again, the quality management processes ensured due process was followed in terms of a change request.

Effective project management – all required documents were developed and followed. The quality management process identified issues but due process was followed and issues dealt with.

The website is fit for purpose and feedback indicates all stakeholders are satisfied.

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Performance against Quality Standards

(200 to 400 words approx.)

Students must outline the quality standards for the project as per their quality management plan and the standards and quality metrics identified in assessment task 2.

The format of responses may vary (for example, the student may list the standards and include an evaluation under each standard or provide this as two separate headings. Therefore, word count may vary depending on how the student formats and explains their evaluation).

The review must include the following standards and metrics:

Quality Standard 1: Project objectives are aligned to organisational objectives

Quality Metric: Project objectives are checked to ensure they align to organisational objectives.

Quality Standard 2: Clear communication of goals and status of project to project team members and external stakeholders as required.

Quality Metric: All project team members and external stakeholders are regularly informed about project status and goals.

Quality Standard 3: Sufficient resources and budget are allocated to the project.

Quality Metric: There is no budget shortfall during project lifetime.

Quality Standard 4: Project schedule is agreed to by the Project Team as achievable.

Quality Metric: Consensus confirmation at kick off meeting.

Quality Standard 5: Processes are in place for management approval.

Quality Metric: Management approval processes are clearly stated in the Project Quality Management Plan.

Quality Standard 6: User training needs have been considered and relevant training put in place

Quality Metric: All users are capable of operating website.

Quality Standard 7: Changes to scope or schedule are reviewed and approved by all involved.

Quality Metric: Changes to scope or schedule are presented to the Project Team at the next meeting.

Quality Standard 8: All development documentation is complete and accessible

Quality Metric: All development documentation can be easily located and is without omissions.

Quality Standard 9: Design is user friendly

Quality Metric: Website can be used effectively by all.

Quality Standard 10: Design meets accessibility standards.

Quality Metric: Website can be used effectively by all.

Students must review performance against each standard. Students may use different wording but answers must reflect the following:

Quality Standard 1: Achieved - Project objectives align to organisational objectives.

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Quality Standard 2: Partially Achieved - Clear communication of goals, meetings and regular project status reports. Lack of communication with external stakeholder, web site developer.

Quality Standard 3: Not achieved - sufficient resources and budget were not allocated to the project. There was a budget shortfall and the Project Manager had difficulty providing feedback due to a heavy workload.

Quality Standard 4: Achieved - Project schedule agreed to by the Project Team as achievable and confirmed at kick off meeting.

Quality Standard 5: Achieved - processes are in place for management approval as documented in Project Quality Management Plan and change request approved.

Quality Standard 6: Achieved – designated users are capable of operating website.

Quality Standard 7: Achieved – change request put in for budget variation.

Quality Standard 8: Achieved – all documentation filed and can be accessed through Intranet.

Quality Standard 9: Achieved – website is user friendly as evidenced by feedback.

Quality Standard 10: Achieved - Accessibility standards incorporated.

Recommendations and Lessons Learned

(35 to 50 words approx.)

Students must document recommendations and lessons learned. Wording may vary but must include the following:

Recommend that this project now be closed.

Recommend that staff receive ongoing training in web site maintenance.

Recommend that project teamwork load is carefully considered before commencing project as work overload lead to some delays i.e. lessons learned.