

## Project Management Policy and Procedures

### Eco-Natural Skin Care Australia Business Expansion Project

#### 1. Purpose

**Eco-Natural Skin Care Australia** adopts a standard approach to project management to ensure the consistent use of project management procedures and templates.

This policy and procedure is designed to specify the requirements for managing projects to ensure that project scope is articulated, stakeholders are involved, risks are managed and project benefits are maximised.

This policy and procedure applies to all projects.

#### 2. Types of project

Generally, there are three types of project: small project, medium project and large project which is determined through the project amount.

In each of the above cases the following staff are to be involved.

##### Small Project (under \$10,000)

- Project Manager
- Project team member (generally the Customer Service Officer)
- Senior management team to approve project management scope plan and kept informed of progress.

##### Medium Project (\$10,000 - \$50,000)

- Project Manager
- Project team member (generally the Customer Service Officer)
- Senior Manager to be regularly updated on progress
- Senior management team to approve project management scope plan and kept informed of progress.

##### Large Project (\$50,000 plus)

- Project Manager (Senior Manager)
- Project team member (Senior Manager)
- Project Steering Group

Project staff will vary depending on the type of project.

#### 3. Project Phases

All projects should progress through the following project phases.

##### Stage One

Stage One of the project management process is triggered when a staff member or team identifies the need to solve a problem, improve a process or implement a new service. It defines what the project will attempt to achieve based on appropriate business justification.

At this stage, the staff member or team must complete the project authorisation template to gain authorisation for the detailed project scope management planning.

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<b>Stage Two</b>	<p>Stage Two of the project management includes defining and documenting the project scope in the project scope management plan.</p> <p>Key tasks involved in this phase include:</p> <ul style="list-style-type: none"><li>• Identifying project benefits, outcomes and outputs</li><li>• Making an initial assessment of project size and required staff.</li><li>• Completing a project scoping using the Native Bush Spices Australia project scope template.</li></ul> <p>The project scope management plan must be completed within 2 weeks of the project authorisation being given approval.</p> <p>The project scope management plan must be reviewed by the senior management team prior to final approval. Where any issues are identified from the project management plan scoping, it is possible that the project may not proceed.</p>
<b>Stage Three</b>	<p>The purpose of this phase is to determine how the project will be executed. This means developing a project management plan based on the project scope. The Australian Native Bush Spice project management template should be use. Essentially the preparation of a detailed model of the work required to achieve the project objectives is required and confirmation of the budget and project arrangements suggested in the Business Case. Risks are also defined and documented in a risk management plan A detailed schedule is also prepared.</p>
<b>Stage Four</b>	<p>The purpose of this phase is to implement the project. Regular reports of the progress of the project should be provided to relevant staff, as well as regular meetings as outlined in the project management plan.</p>
<b>Stage Five</b>	<p>This is the final phase of the project and is the formal closure of the delivery component of the project. It has two main outcomes:</p> <ul style="list-style-type: none"><li>• The handover of project outputs to the operational areas responsible for ongoing support and maintenance (if applicable to the project); and</li><li>• The evaluation of the success of the project</li></ul> <p>The evaluation of the project's success is important part of the project. The actual project outcomes and cost must be compared with the planned outcomes and determine whether what was achieved by the project was worth the amount invested.</p> <p>Project recommendations included in project evaluation report should include a recommendation to close project.</p>

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#### 4. Project Quality

Project quality is of the utmost importance. A **Project Quality Management Plan** is to be developed for all projects and then included in the Project Management Plan.

The following objectives must be incorporated into all projects and customised according to the specific project:

- **Effective Project Delivery:** To facilitate the delivery of the project on time and within +/- 10% budget to be varied according to project requirements and 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.

- **Fit for Purpose Deliverables:** Project 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.
- Relevant project quality standards must be selected from Appendix A.

## 5. Project Communication

It is expected that the project team meet at least weekly depending on the size of the project. A brief email summarising outcomes of the meeting must be sent to senior management.

Weekly reports must also be sent to senior management regarding project progress.

All project issues arising must be documented in the project issues register.

## 6. Project record keeping

A project folder is to be established for each project.

The overall folder should be the name of the project e.g. Eco-Natural Skin Care Website Development Project.

Sub-folders should be created including folders for:

- the business case
- project management plan
- project reports
- minutes
- any other relevant folders e.g. briefs to contractors.

All documents should include the author's name, date and title of document.

## 7. Project change requests

All project changes are to be formally requested using a Project Change Request Form.

Project change requests involving amounts over \$2,000 must be authorised by the Managing Director of CBSA and Managing Director of Eco-Natural Skin Care Australia.

All Project Team members must receive notice of all authorised changes.



## Appendix A: Project standards

Number	Quality Standard Description	Quality Standard Explanation
QS1	Project fit to the Company	Project Objectives are aligned to Organisational Objectives
QS2	Definition of the project	Project is well defined with a scope that is manageable by the Company
QS3	Project objectives	Verifiable project objectives with reasonable requirements
QS4	Leadership	Project has active sponsorship
QS5	Project Management approach	Product and process planning and controls are in place
QS6	Project Management communication	Clear communication of goals and status of the project, to team members and other relevant stakeholders
QS7	Project Management support	Project Manager has complete support of project team and management
QS8	Budget and resource allocations	Sufficient budget and resources are allocated to the project
QS9	Budget constraints	Funds allocated to the project are not constrained
QS10	Delivery commitment	Stable commitment dates
QS11	Development schedule	Project schedule is agreed to by team as achievable
QS12	Team availability	Team members are dedicated to the project, or readily available when required
QS13	Organisation roles and responsibilities	Organisation members understand their own roles and responsibilities and of others
QS14	Policies and standards	Development policies and procedures are defined and carefully followed
QS15	Stakeholder involvement	Stakeholders are highly involved in the project and provide significant input
QS16	User Acceptance	Relevant processes are in place for user approval
QS17	User Training Needs	Users training needs have been considered and relevant training plan has been put in place
QS18	Requirements stability	Little or no change to baseline requirements
QS19	Requirements complete and clear	Requirements are completely specified and clearly written
QS20	Testability	Requirements are able to be tested and plans are



Number	Quality Standard Description	Quality Standard Explanation
		underway
QS21	Design difficulty	Well defined interfaces and design is well understood
QS22	System Dependencies	Clearly defined dependencies of the system, processes, hardware etc.
QS23	Change Control Process	Changes to committed scope or schedule are reviewed and approved by all involved, formal change control process is followed
QS24	Quality Assurance Approach	Quality Assurance process is accepted and followed
QS25	Development Documentation	All development documentation is complete and easily accessible
QS26	Development Process	An established development process is in place, is effective and is followed by all team members
QS27	Defect Identification	Defects are detected early through frequent peer reviews
QS28	Defect Tracking	Defect tracking process is defined, consistent and followed
QS29	Lessons Learned	Lessons learned are reviewed at project milestones or phase ends, improvements are made and incorporated into future projects
QS30	Hardware platform	Stable, no significant changes expected, capacity is sufficient
QS31	Tools availability	Project Tools are in place, documented and validated
QS32	Vendor Support	Complete support at a reasonable price and in the necessary timeframe
QS33	Technology experience	Project team have adequate technology experience
QS34	Technology expertise availability	Technology support and experts are readily available
QS35	Data Migration requirements	Much data to migrate, but good descriptions available of structure and usage
QS36	External Hardware or Software interfaces	Some interfaces required
QS37	Design Complexity	Design is structurally and administratively maintainable
QS38	Support Team	Support Team is in place, sufficiently experienced and sufficient in number