Project Proposal

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Oct 29th 2018

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**Summary of the Project**

Project Title: Organizational Service Development Project

Client: Transit Company

Start Date: 20/11/18

End Date: 20/12/18

Overall Objectives: To improve staffing, planning, finance administration, and employee performance

Budget Estimate: $ 10,000

**Background of the Project**

The CEO, Heads of Department and consultants at Transit Company met with the clients to discuss the possibilities of organizational service development project. The meeting was also attended by the Head of Research, Training, and Development and the Board Members of the company, where the current challenges of Transit Company were addressed. It was found out that special attention was required for effective staffing, planning, finance administration, and public service. The CEO explained that the company was facing a recurrent shortage in cash, and persistent conflicts among the employees and the Board of members. The issues were found out to be getting worse to the extent of interfering with the productivity of the company.

The meeting considered an overall strategy for the development that would be most appropriate in addressing these challenges. It was also considered that during significant changes, it would be necessary to include some of the Board and leaders in the development of the project to improve the understanding and guiding on the change throughout the organization. The meeting examined the necessary organizational development activities that would be required in the short term to cope with internal strategic planning, development, and implementation of the strategic plan.

Some of the participants in the meeting agreed that a systematic strategy to the overall organizational development would be implemented in Transit Company. The following is a project proposal that includes the overall activities, the project goals, its objective, the structure of managing the project and an identification of the critical customer and stakeholder of the project.

**The Goals of the Project**

The goal of this project is to establish financial policies and procedures, especially the zero-based and balanced budgeting, product based budgeting and the amount of the cash reserves per year. The project aims at product and service enhancement through innovation, which is expected to lead to product and service enhancement to cope with the challenge of cash inflow in the company. It is expected that the project will have a direct impact on the revenue of Transit Company, which will be achieved through increased productivity. It will address the strategies of cost reduction to reduce employee absenteeism and turnover since it will be aligned with the objectives of product and service development to improve the quality of services in the company. The change in the culture of the company will continuously give it the advantage over the competitors in the market.

The second goal of the project is to promote increased communication among the employee. The project will increase the communication, the interaction, and feedback within the company. The goal of boosting communication is tied to the goals and values of the employees. It is expected that the project will increase the understanding of the need for change in the company. It will be important in all levels of the company to facilitate the required improvement.

**Objectives of the Project**

The project aims at readjusting the organizational culture within the departments to build productive teamwork, respect, and trust. It will also assess the personal work style and provide coaching on how the employees can integrate all techniques for a productive work environment. It will evaluate and refine the methods and principles of critical operations to facilitate the teams in becoming more responsive and efficient.

The project has an objective of achieving performance management. It is expected to outline the performance management strategies and processes that will focus on different ways to manage performance challenges in the employees. It will include setting a clear expectation and creating a development plan. The project plan will also include developing strategies to close performance gaps through gap analysis by identifying the current skills, the future needs and the abilities of the employees to improve their job allocation and performance.

**Structures in the Management of the Project**

**Consultant**

The consultant will provide a prompt response to the client’s communication. He will administer the assessment of the organization, analyze the result, and generate written Organizational Assessment Report. The specialist will also conduct staffing analysis such as the review of staffing plan, their role, and their structures.

**The Human Resource Manager**

The HRM will plan and coordinate the training program for the employee to align with their responsibilities in the company. The manager will develop a staffing plan, organizational chart and readjust the job descriptions of the employees to improve their performance according to the needs of the organization.

**Key Customers**

The key customer of the project will be the management of the company. They have the responsibility of facilitating the implementation of the plan through the provision of the necessary resources such as funding. Their impacts will include adjusting the key deliverables of the project to match their needs. The level of support from the management will play an essential role in the success of the project.

**Stakeholders**

The local government will be a significant stakeholder in the implementation of this project. This stakeholder will provide and enforce the regulations that apply in the project to facilitate compliance. The local government may impact on the project through legal actions especially where the due process of implementation may not have been observed.

Among the stakeholders of the project will also be the employees of the Transit Company. They will have the responsibility of adhering to the training development service to improve their productivity. The collaboration of these stakeholders and their willingness to adapt to the required change will influence the success of the project.