

## **DRAFT Scope of Work**

**Project Title:** ABC Company - Sustainable Change Management

**Date:** 1/5/2013

**Prepared by:** ????

### **Project Justification:**

Mission: ABC's mission is to see to it that men and women may work in safety and that they, their families and their communities may live in health throughout the world.

Vision: To be the leading innovator and provider of quality safety and instrument products and services that protect and improve people's health, safety and the environment. To satisfy customer needs through the efforts of motivated, involved, highly trained employees dedicated to continuous improvement in quality, service, cost, value, technology and delivery.

Drivers for the development of a project... ABC is very good at industrial operations, but struggling with changing culture, maintaining momentum of a newly launched Good Cents initiative and the integration of continued associate engagement. Ideally, this program will be developed into a new format and integrated with existing systems so as to breathe some life into this initiative. Basic goals will include expanding dashboards with sustainable performance indicators, reward good associate ideas that lead to tangible results, bring in more customers, and to expand ABC's image.

Operation Good Cents was launched in July, last year and has received numerous suggestions on ways to change daily habits, reduce unnecessary waste, and strengthen ABC's financial health. To date this program has provided a good foundation for associate engagement, yet needs additional resources to take the program further to measure and manage tangible results. Here is where we find an opportunity for two Duquesne MBA Sustainability Practicum teams to analyze and assess opportunities for a more sustainable workforce and working environment as ABC world headquarters and beyond.

### **Project Characteristics and Requirements:**

1. Project duration: Start during January with a kick-off meeting on-site at a date to be determined. The project will finish with teams presenting to top management and the submission of a written report summarizing all research, methodologies employed and suggested recommendations.
2. Access to a primary point of contact within ABC and a support team of associates that will be able to help with primary data collection (survey, interviews, focus groups) and field questions and request from the Duquesne MBA teams. This team should reflect the work culture at ABC and involve people instrumental to creating change within their corporate environment.
3. (for summer practicum, June – July) Availability of a meeting room or office space for MBA teams to work on-site for up to six hours a week in the mornings or on Fridays. Access to the area LAN and Web for team members who bring laptops.



### **Summary of Project Deliverables**

#### **Project management-related deliverables:**

1. Duquesne student teams will be required to develop and track project progress through GANTT charting and MS Project.
2. Duquesne student teams will utilize University systems for backup of all data and documents generated from the project.
3. Student teams will work with the client to develop a communication plan and work schedule.

#### **Project-related deliverables:**

1. Weekly progress reports
2. Kick off meeting at client site
3. Mid project presentation and progress report
4. Final presentation to top management at ABC, and a written report summarizing research and recommendations

### **Project Success Criteria:**

To be determined by the client and agreed upon by Duquesne teams and instructors...

- Associate engagement will be a primary focus
- Performance metrics with associated dollar value that can be rolled into evolving leadership and training initiatives
- Ability of the teams to provide realistic and relevant recommendations with timelines
- A strategic plan to further develop the Good Cents program

### **Communications Management Plan:**

To be developed by the Duquesne MBA teams. Typically involving weekly progress reports by email, phone, or while on-site with the client.

### **Project Manager Schedule and Responsibilities:**

- Projects managers and schedules will be developed by the Duquesne MBA teams with guidance and support from Duquesne faculty and instructors.

**Additional Comments or Questions:**