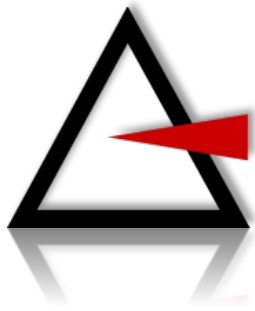


Project Management

Topic 7.1

Traditional Project Closure



FULCRUM *EDGE*, INC.

Traditional Project Closure Items

- Customer acceptance
- Closing accounts and work orders
- Paying all bills
- Warranty agreement

Additional Project Closure Items

- Finalizing all related documents
- Project and team evaluations
- Lessons learned
- Reassigning resources
- Celebrating results

Close Phase Frequently Lacks Attention

- Risks and costs are low
- Stakeholder influence is minimal
- Paperwork is laborious
- Opportunity value not recognized
- Focus shifting to new projects
- Personnel reassignments
- Ramp up of new systems

Five Categories of Project Closure

1. Normal
2. Perpetual
3. Failed
4. Premature
5. Changing Priorities

Close Responsibilities

- Supplier
 - Documentation indicating all bills paid to them and their sub-suppliers
 - Formal acceptance sign off from customer
 - Warranty agreement
 - Customer satisfaction form
- Customer
 - Verification of all deliverables
 - Pay all invoices
 - Supplier evaluation

Project Evaluation Has Two Dimensions

- Project
 - Performance rating for each project goal
- Process - overall evaluation of processes & methods used to perform the project
 - Ratings for a set of parameters representing the process
 - Comment section to explain the ratings
 - Recommendations for improvement

Sample Process Evaluation Parameters

Typical MPM Project

- Performance and technical specifications
- Roles and responsibilities
- Communication requirements
- Initial timing requirements
- Supplying a better product
- Recognizing risk and potential problems
- Maintaining or adjusting schedules

7.1.1 Team Exercise



Project Evaluation Form

Learn by Doing Project Management
Pages 180-181