FINAL DELIVERABLES: SUSTAINABLE HOME CONSTRUCTION PROJECT

Communications Management Plan

From PMGT501

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Sustainable Home Construction Project: Week 8 Final Deliverables

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Communication Plan

Stakeholder Analysis

Stakeholder analysis is intended to identify the groups that are involved in the project in order to ensure their communication needs are known by the project tem. Larson and Gray stated these stakeholders need "project information to make decisions and/or contribute to project progress" (2014, p. 120). The analysis of the stakeholders for this project show there are three main groups, the customer, the contractor, and the county (permitting and inspection). The list of stakeholders is included in *Table 1* and is identified as audience or provider.

Information Needs

The homeowner, project manager, and general contractor will update one another as each subtask is completed, and if any activity will cause a delay, increased cost, or affect project inspection or completion milestones as soon as they are identified. The goal of this analysis is to ensure the project defines "what information is pertinent to stakeholders who contribute to the project's progress" (Larson & Gray, 2014, p. 121).

As defined in *Table 1*, the project manager will be kept apprised of aspects of the project from the project team, general contractor, and county Inspector in order to make adjustments in time, cost, or supplies. The project team will be responsive to all levels of the project to resolve issues as soon as practical. The county Inspector will provide written copies of each inspection milestone as it is accomplished to document the construction phases.

Sources of Information

The sources of information to be provided are in the communication plan provided in *Table 1*. This element of the plan defines 'where…the information resides" (Larson & Gray, 2014, p. 121).

Milestone reports provided by the project team to the homeowner and project manager will include progress status for each milestone. Project status reports are provided by the project manager and will include an updated risk register highlighting any risks that have become issues, along with the proposed remediation plan, primary point of contact for resolution, and project budget status. The General Contractor and sub-contractor status reports are provided by the respective entity and will include, at a minimum, actual and projected percent of completion of the task, status of known risks, and emerging risks. Issue reports will be updated by the responsible party per the schedule given in the below matrix. New issues affecting scope, schedule, or budget will be reported to the project manager by the responsible party immediately. All escalation reports are the responsibility of the project team and will be updated and briefed to the project manager as required. Approved change requests are the sole responsibility of the project manager. Change requests should be formulated and submitted by the project team to the project manager and will include recommended corrective or preventative actions to remedy or avoid potential shortfalls or undesirable conditions.

Dissemination Modes

Coordinating communication through predetermined modes will ensure clear concise answers to issues, questions and approvals. This element of the plan defines "how will [the information] be communicated" (Larson & Gray, 2014, p. 120).

Email and signed or certified mail hardcopies will be the preferred method of communication. In-person and hardcopy communication will be required for any escalation of reports that affect scope, cost, and time. The preferred methods of the communication will be by email and certified delivery of hardcopies for documentation as specified in the matrix. In

person and signed hardcopies will be required for any escalation of reports. All change requests

will require email and hard copies once approved.

Responsibility and Timing

It is the responsibility of the party that cannot meet their respective task on time, within

budget, or within scope, to notify the required audience in writing within 24 hours of the issue

being identified, in accordance with *Table 1*. It is the audience's requirement to reply with their

response or solution in writing within 24 hours of being notified. The exception to this is if the

approval from the homeowner is required. Any approval costing more than $5,000 or delaying

the primary project by more than one week must have the homeowner's signed approval.

Table 1: Project Communication Plan Summary

Project Communication Plan				
Deliverable	**Audience**	**Frequency**	**Method**	**Provider**
Milestone reports	Project Manager, Homeowner	Bi-monthly	Email and hardcopy	Project Team
Project status reports	Homeowner	Weekly	Email and hardcopy	Project Manager
General Contractor status reports	Project Manager, Project Team	Bi-weekly	Email	General Contractor Lead
Subcontractor status reports	Project Manager, Project Team, General Contractor Lead	Bi-weekly	Email	Sub-contractor Lead
Issues reports	Project Team	Weekly	Email	Sub- / General- Contractor Lead
Escalation reports	Project Manager	As applicable	In-person and hardcopy	Project Team
Approved change requests	Homeowner	As applicable	Email and hardcopy	Project Manager
Change requests	Project Manager	Weekly	Email and hardcopy	Project Team

Reference

Larson, E. W., & Gray, C. F. (2014). *Project management: The managerial process.* (6th ed.).

New York, NY: McGraw-Hill Education.