



Group 4 Communication Plan

Dinglehopper Kitchen Remodel Project

**Authors: Katy Sorrells, Eien Williams, Benjamin Srock, Tamara Skaggs,
Scott Speaks**

Embry-Riddle Aeronautical University
PGMT 502: Effective Communication for Managing Projects
October 2016

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Revision History

Version	Issue Date	Author	Description of Change
0	15 Aug 2016	Tamara Skaggs	Initial Draft
1	04 Sep 2016	Katy Sorrells	Addition of Project Charter, Resource & Responsibility Matrix
2	25 Sep 2016	Scott Speaks	Revision of content
3	01 Oct 2016	Ben Srock	Addition of Stakeholder Management Plan
4	06 Oct 2016	Eien Williams	Revision of content
5	09 Oct 2016	Katy Sorrells	Revision of content and format. Final approval.

Acronyms & Term Definitions

Acronym/Term	Definition
EOB	End of Business

Introduction

Business Objective

The objective of this project is to renovate a two-hundred square foot, single family home, kitchen within a six-week timeframe within the pre-determined budget of thirty thousand dollars. The project core team to work to develop the initial renovation plan and design under the supervision of the recognized stakeholder(s) of the project. It is understood that the upfront deliverables and project milestones include, but are not limited to demolition; framing and drywall installation; plumbing and electrical improvements; cabinet and appliance installation; site clean-up; and project handoff. Raw material vendors will be selected up front, with approval from stakeholders no later than September 2016. Renovation design and plan (timeline) shall be approved and implementation initiated by October 2016. A ten percent contingency will be incorporated into project plans and overall budget (inclusive of materials and labor).

Scope

The Kitchen Remodel project is to improve the functionality of the kitchen and to increase the value of the home. The success will be determined by adherence to local, and state, building code inspections—as well as the final inspection by the Homeowner, and on-time delivery of the project.

Project Charter

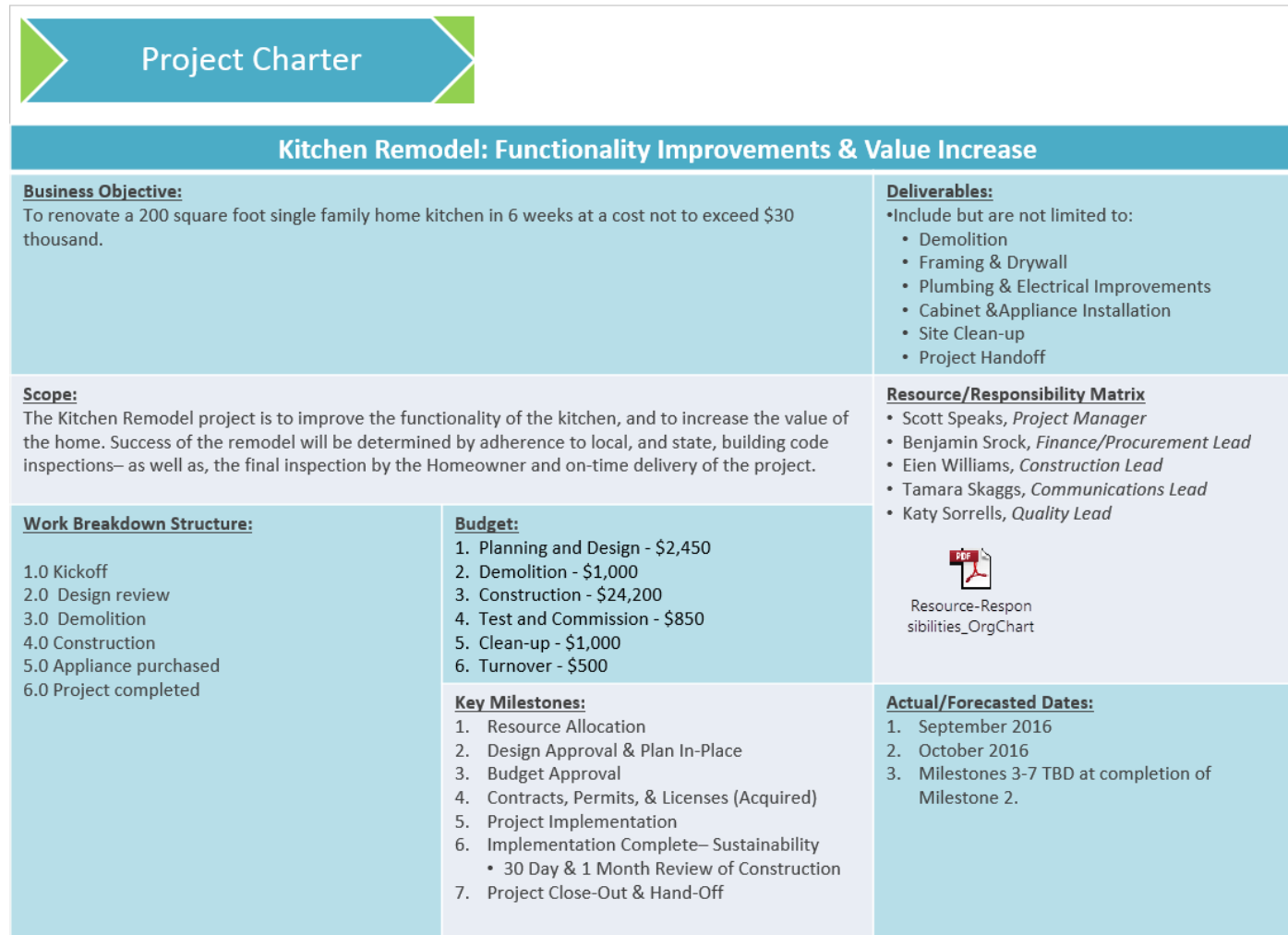


Figure 1: Project Charter: Kitchen Remodel

Roles & Responsibilities

Core Project Team

- Scott Speaks, Project Manager
- Benjamin Srock, Finance/ Procurement Lead
- Eien Williams, Construction Lead
- Tamara Skaggs, Communications Lead
- Katy Sorrells, Quality Lead

Roles & Responsibilities Matrix

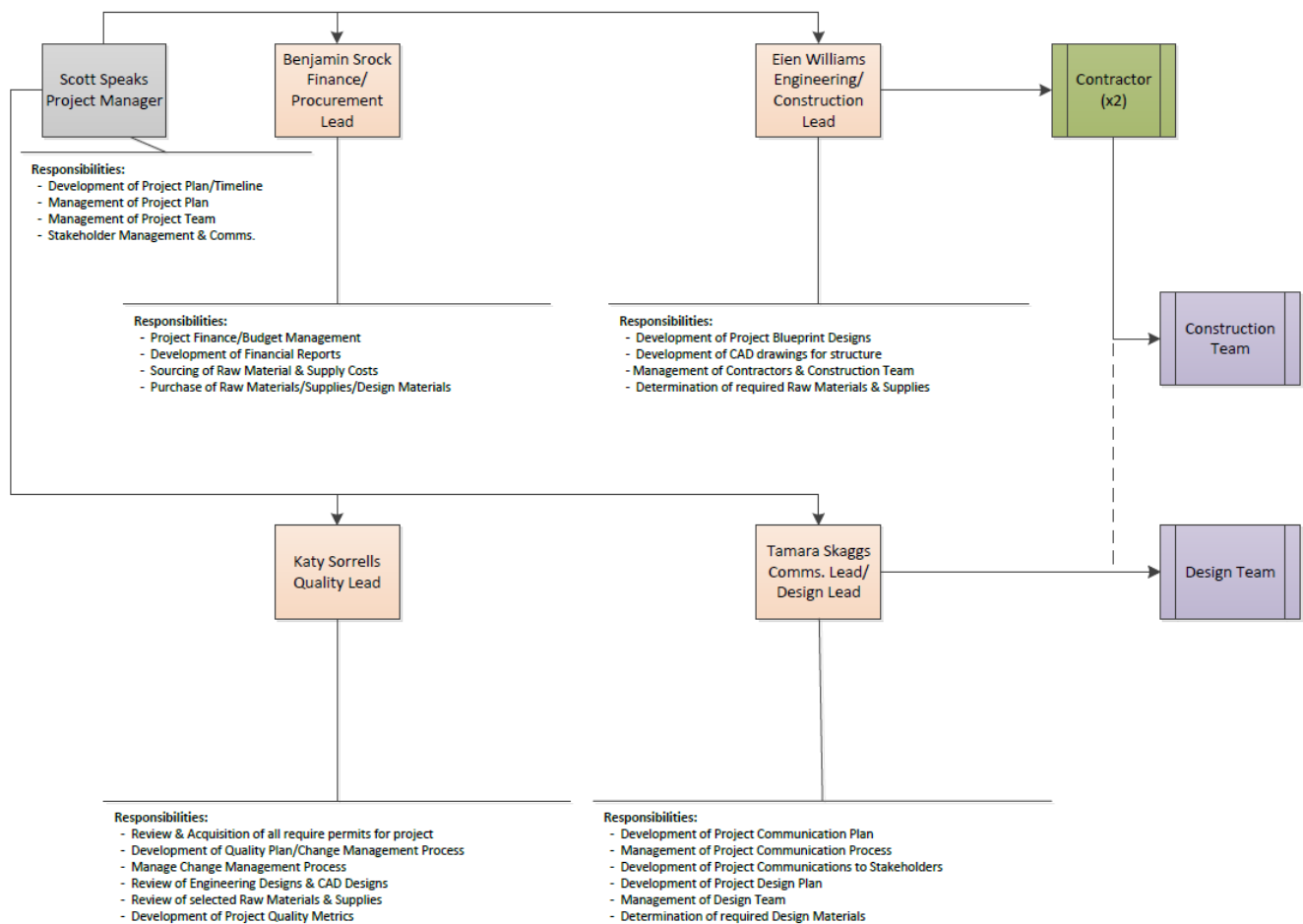


Figure 2: Project Roles & Responsibilities Matrix

Project Communication Plan

Communication Plan Scope

The purpose of the project communication plan is to ensure the Kitchen Remodel project provides accurate and current information to the identified stakeholders (homeowners) in regards to project status including, but not limited to: cost, progress, and quality checks. The project communication plan should allow for the achievement of synergy with the identified stakeholders and project team—thereby minimizing potential risks, delays, and additional cost; as well as maximizing efficiency.

The project communication plan provides a framework for the manner in which the project manager will communicate to the project team. The communication plan identifies recipients of communications; forums of communication; information to be communicated; and frequency of communication.

Communication Objectives

Effective and transparent communication between the project manager, team, and stakeholders is paramount to the success of the project.

The key communication objections of the projects are:

- Promotion and agreement of the Kitchen Remodel Project design and plan
- Demonstration of current best practices in project management tools and techniques by project team members
- Communication of accurate and transparent data promptly to key stakeholders

Communication Medium and Delivery Methods

Figure 3 identifies communication plan mediums, targeted audiences, key messages, and frequency of all communication forums. The Communications Lead shall be responsible for the coordination and delivery of all communication forums, with support from the project manager and project team if required. Questions or concerns in regards to communication forums should be directed to the Communications Lead and shall be addressed promptly.

Communications Plan

Communication Medium	Key Messages to be Delivered	Frequency	Owner	Audience	Forecasted Start Date	Intent of Communication	Comment
Teleconference	Updates to the Project: Plan, Materials Status, Budget, etc.	Weekly	Scott Speaks	Project Stakeholders, Project Team, Construction/contractor leads/ management		Information Sharing	
Sharepoint Team Site	Project Information: Blueprints, approved designs, project plan, project budget, contact information for team members & contractors, Contracts, etc	Ongoing	Tamara Skaggs	Stakeholders, Project team		Information Sharing/ Document Control	
Email Distribution	Communication on project decisions, ongoing status updates, project documentation/file distribution, etc.	Daily	Tamara Skaggs	Stakeholders, Project Team, Contractors, Construction Managers, Material Suppliers, etc.		Information Sharing/ Documentation Distribution	
Slack	Ongoing project communication—status updates, escalation, general comms.	Ongoing	Project Team	Project Team Members		Information Sharing	

Figure 3: Project Communications Plan: Mediums & Delivery Method

Flow of Project Information

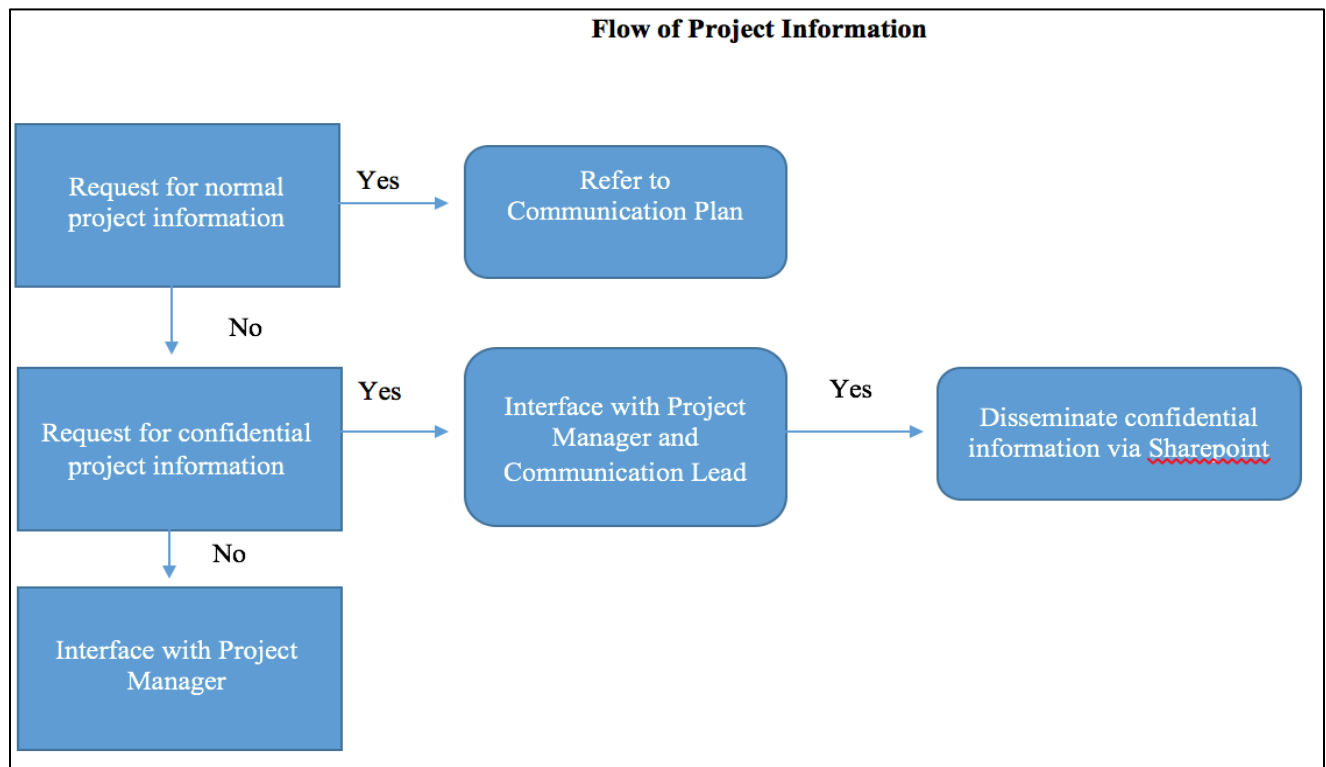


Figure 4: Flow of Project Information

Project Stakeholder Management Plan

Management Plan Purpose

The purpose of the Stakeholder management plan is to identify project individuals, groups, or organizations that could impact and/or be impacted by the project. The Stakeholder Management Plan shall identify all applicable strategies and governance processes that will be used to ensure stakeholder support and engagement for the duration of the project.

Identification of Stakeholders

Identified stakeholders for the Kitchen Remodel Project are:

- Homeowners:
 - Homer & Francine Dinglehopper
- (County/State) Inspector
- Mortgage Lender:
 - Ben Dover, American Mortgage Company

The determined management of Stakeholder Expectations Process can be seen in Figure 5.

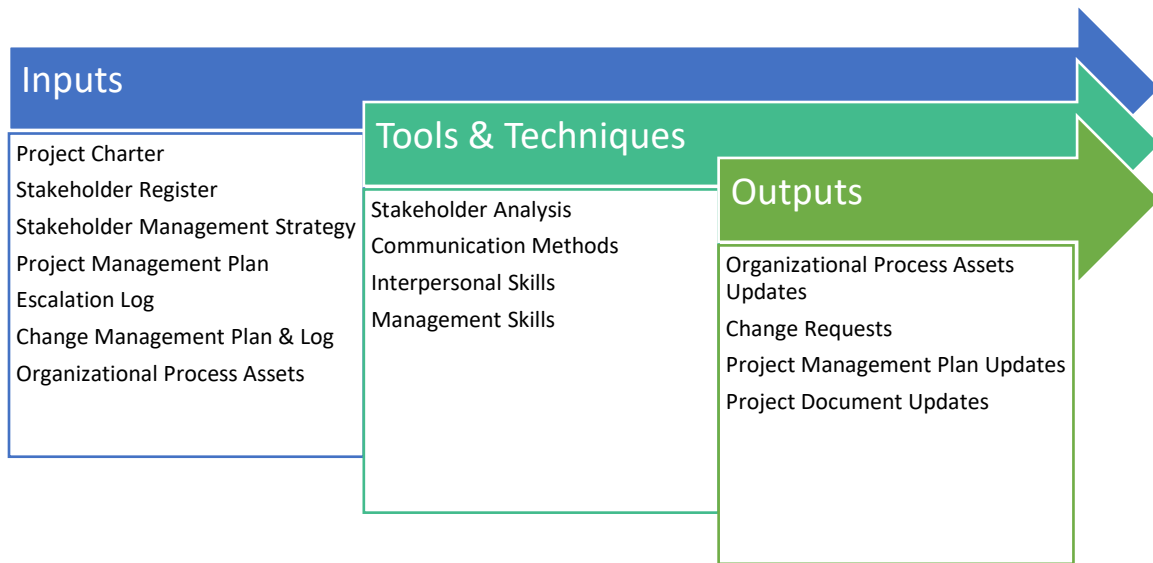


Figure 5: Stakeholder Expectations Process

Project Inputs

- Project Charter:
 - The approved Kitchen Remodel Project Charter can be reviewed in Figure 1 of this document.
- Stakeholder Register:
 - The stakeholder engagement matrix (RACI Matrix), Figure 6, lists all identified stakeholders for the Kitchen Remodel Project and the determined level of engagement (**R**esponsible, **A**ccountable, **C**onsulted, and **I**nformed).

Project: Kitchen Remodel					
Version: 0			Issue Date: 9-Oct-16		
Name <i>Last First</i>		Role	Responsible	Accountable	Consulted Informed
Speaks	Scott	Project Manager			
Srock	Benjamin	Finance/ Procurement Lead			
Williams	Eien	Construction Lead			
Skaggs	Tamara	Communications Lead			
Sorrells	Katy	Quality Lead			
Dinglehopper	Homer	Owner			
Dinglehopper	Francine	Owner			
Inspector		Inspector			
Dover	Ben	Mortgage Lender			

Figure 6: Stakeholder Engagement Matrix

- Stakeholder Management Strategy:
 - The Management Strategy for the Kitchen Remodel project is projected in Figure 7. The strategy reveals key expectations, areas of concerns, and notes in regards to expected project execution and outcome.

Project: Kitchen Remodel						
Version: 0		Issue Date: 9-Oct-16				
Name <i>Last First</i>	Role	Power (H/L)	Interest (H/L)	Objectives	Concerns	Notes
Speaks Scott	Project Manager	H	H	Successful and ontime delivery of project.	Successful mitigation of escalated items. Implementation of best practices from lessons learned.	Required progress updates daily.
Srock Benjamin	Finance/ Procurement Lead	H	L	Alignment to approved budget. Procurement of require licenses and permits. Succesful delivery of completed project with continuous safe working environment.	Lack of adherence to budget.	EVMS utilized to track budget/ expenditures
Williams Eien	Construction Lead	H	H	Timely correspondence with project manager, team, and key stakeholders.	Adherence to applicable safety procedures. Resource/Contractor availability.	Daily safety meeting with worksite team
Skaggs Tamara	Communications Lead	L	L	Adherence to applicapble code and regulations. Adherence to approved project plan, materials, and processes. Mitigation of all esclated items.	Maintenance of effective and transparent communication with project manager, team, and stakeholders.	Management of Stakeholder Expectations
Sorrells Katy	Quality Lead	H	H	Delivery of rennovated kitchen aligned to agreed specifications.	Evolving codes and regulations applicable to project.	
Dinglehopper Homer	Owner	H	H	Project work completed within applicable county/state codes.	Completion of desired rennovation to agreed specifications.	
Dinglehopper Francine	Owner	H	H		Code violations	
Inspector	Inspector	H	L		Decrease in value of the home.	
Dover Ben	Mortgage Lender	L	H			

Figure 7: Stakeholder Management Strategy

- Project Management Plan:
 - The Project Management Plan shall be a stand-alone project document. The Project Communication Plan shall be referenced in the Project Management Plan.
- Escalation Log:
 - The Escalation Log shall be utilized to identify all risks, issues, actions, and dependencies of the project. The log shall yield determined mitigation plans, timelines, and owners for all escalated items. All escalated items shall be provided a risk “scoring” to determine priority.
- Change Management Plan & Log:
 - The Change Management Plan and associated log shall be a stand-alone project document. The Project Communication Plan shall be referenced in the Change Management Plan.

Project Outputs

Identified project inputs shall drive all identified project outputs (Figure 5). Project documentation requiring updates shall be updated in accordance with the approved Project Change Management Plan within fifteen days of document approval.

The Project Manager and Project Communication Lead shall engage with required County (City) and/or state inspectors to communicate required information in regards to project timelines, executions, etc.

Project output documentation shall be reviewed on a regular basis, and maintained by the Project Quality Lead to ensure compliance with all agreed terms within the approved document.

Management of Stakeholder Engagement

Monitoring & Control of Stakeholder Engagement

Monitoring

The Kitchen Remodel Project shall be considered a small scale project, not to exceed \$30,000 in cost and six weeks in duration. Stakeholder relationships shall be monitored, and periodically evaluated, to ensure consistent stakeholder engagement. The following tools shall be utilized in monitoring:

- Escalation Log
 - The Escalation Log is an identified key input of the Stakeholder Management Plan. The Escalation Log Template can be reviewed in **Appendix A**.
- Change Request Form
 - The Change Request Form shall be an attachment to the Project Change Management Plan. Please reference the Project Change Management Plan for form template and associated process.
- Project Plan Progress Reports
 - Project Progress Reports are controlled within the Communication Plan. Project Communication mediums and forums can be reviewed in Figure 3 of this document.
- Stakeholder Feedback
 - All stakeholder feedback shall be received, reviewed, and addressed no less than twenty-four hours after reception.

Controlling

Stakeholder engagement in regards to the Kitchen Remodel Project shall be controlled via the following governance processes:

- **Project Progress & Escalation Meetings:**
 - Periodic Progress & Escalation Meetings will be held to provide updates on project activity with stakeholders and the project team. Meetings shall be held at varying frequencies depending on determined on current project status, priority of escalated items, and presence of required decisions from stakeholders.
- **Project Meeting Attendance Log & Activities**
 - Attendance shall be captured at all project meetings to ensure an appropriate level of engagement from stakeholders and project team. Absent members who fail to provide appropriate reasoning or belated engagement shall be escalated to the project manager to determine the appropriate resolution.
 - Meeting minutes shall be captured during all project meetings. Meeting minutes will ensure progress information, escalated items, attendance, and next steps are captured. Minutes shall be distributed to all meeting participants no later than the end of business day (EOB).
- **Document Control**
 - All project documentation will be maintained in accordance with the Project Document Control process. Project documentation shall serve as a record of completed work during handoff activities. Project documentation that shall be controlled is inclusive, but not limited to:
 - Distributed Communication Mediums
 - Project Escalation Log

- Project Charter
- Project Plan
- Project Meeting Minutes
- Project Contracts, Permits, and Licenses
- Etc.
- Historical Project Documentation
 - The project team shall perform research and review activity of project documentation of similarly scoped project. Review of such documentation provides a “lessons learned” approach and allows for a predictive approach to project execution on the Stakeholder’s behalf.

Conclusion

The Kitchen Remodel Project shall be considered a small scale project, not to exceed \$30,000 in cost and six weeks in duration. The project manager and project team shall adhere to all processes characterized in this document for the duration of project execution. Identified communication tools shall be utilized in alignment to all approved processes.

Management of Stakeholder Engagement during project duration shall be monitored and controlled in alignment with all stated tools and techniques. Failure to adhere to identified methods of monitoring and control shall result in a formal review of all project processes to ensure quality delivery of the Kitchen Remodel by the Quality Lead and Project Manager. All identified gaps shall be addressed in accordance with the Project Change Management Plan.

Appendix A: Escalation Log

Risks & Issues Log																					
Risk or Issue	ID	Status	Title	Workstream	Description & Impact	Date Logged	Originator Name	Cost Impact Score	Resource Impact Score	Schedule Impact Score	Schedule - Numeric Value	Probability Score	Probability - Numeric Value	Overall Risk Index Rating	Overall Risk Index Score	Mitigating / Corrective Actions	Assigned To	Due Date	Date Closed	Status Comments	Escalate
Risk	001	Open	Short Title Of Risk/Issue	All Workstreams	Example Risk			L	L	L	1	L	0.2	L	12						
Issue	001							L	L	L	1	L	0.2	L							
Risk	002							L	L	L	1	L	0.2	L							
Risk	003							L	L	L	1	L	0.2	L							
Risk	004							L	L	L	1	L	0.2	L							
Risk	005							L	L	L	1	L	0.2	L							
Risk	006							L	L	L	1	L	0.2	L							
Risk	007							L	L	L	1	L	0.2	L							
Risk	008							L	L	L	1	L	0.2	L							
Risk	009							L	L	L	1	L	0.2	L							
Risk	010							L	L	L	1	L	0.2	L							
Risk	011							L	L	L	1	L	0.2	L							
Risk	012							L	L	L	1	L	0.2	L							
Risk	013							L	L	L	1	L	0.2	L							

Action Log

Action Ref Number	Action	Date Raised	Workstream	Owner	Support	Due Date (with auto RAG colour)	Status	Escalate	Date Closed	Comments
1										
2										
3										
4										
5										
6										
7										
8										
9										

Decision Log

Decision Ref Number	Requirement for Decision	Decision Detail	Decision Date	Decision Approved By	Comments
1					
2					
3					
4					
5					
6					

Dependency Log

Ref Number	Dependency Description	Date Raised	Deliverables	Owner	Deliverable Date	Status	Comments
1							
2							
3							
4							
5							

References

Project Documentation References

1. Project Plan
2. Project Change Management Plan
 - 2.1 Change Request Form
3. Kitchen Remodel Contract
4. Escalation Log
5. Project Quality Management Plan

Subject Matter References
