Good effective management of project and systems essay example

Business, Management

INTRODUCTION:

Process management, project and system management are seen, as the best way to improve the business productivity (Miers, 2006). Project and system management allow the businesses to enhance the business productivity by reducing the cost, increasing the efficiency and capability to turn the business immediately. A business success hugely depends upon the people it takes to work, the way they perform together, the advance technology and system they use, and under what conditions these performance goals work (Dabaghkashani, Hajiheydari, and Haghighinasab, 2012). This report has discussed the importance of project management, process and system management in businesses and their contribution to turn the business into more productive one. This point has been discussed under the limelight of models and concepts of project and process management in business to get into the details and draw clear conclusion. Further, report has discussed the importance and contribution of quality management and information system processes in boosting up the performance of the business.

EFFECTIVE MANAGEMENT OF BUSINESS PROJECTS, PROCESS AND SYSTEMS:

When business processes and systems are managed properly, it does not only benefit the productivity of business but this result in greater customer satisfaction and even stronger customer base. Hence, it is vital to employ and upgrade the project management system in order to earn systematic and greater results. In this regard, the report has discussed several models

and theories which support the project and process management system of business and describe how process or project management can help business to increase its productivity (Kerzner, 2013).

One of the frameworks that are used in project management process is EDRM project management framework. This model is a simplified representation of complex, and difficult processes to make the management of processes easier in any specific condition. The framework helps to maximize the success rate of projects. The two models are the building blocks of the EDRM project management framework, which include the Project Management Team Model and the Project Management Process Model.

Project management team model directly deals with the team structure, its development, and roles in various projects, whereas, project management process model explains and develops the high end order of activities for managing the projects. This method does not support the particular series of activities, but it describes the flexible process to accommodate a wide variety of projects in project management model. These frameworks are independent of the scale of the project that incorporates the particular technologies and processes to execute the project. EDRM project management team model is independent of size, kinds of services, used technologies, number of team members.

(EDRM, 2010)

This framework illustrates the general condition of a business which typically entails the law firms, few vendors, and a corporation. This framework helps to develop an integrated project management team which is essential to

further concern over project management issue. In collaboration of these three forces as a team, communication within the system will promote and team will be able to set goals, develop plans, evaluate risks, the use information, and response to changes. With a better coordination and teamwork, even a complex project or complicated business processes can be accomplished successfully.

A general project management process consists of seven phases in a model which includes a series of phases like scoping, groundwork planning, team selection, thorough planning of the project, startup of the business, implementation and shut out phase (Jeston and Nelis, 2014).

(EDRM, 2010)

A business process is principally divided into seven different phases, which possess a set of defined activities that lead to the accomplishment of business objectives. This process model encourages open and positive communication across the company; helps to align team member to a common goal and vision; creates higher responsiveness to change; evaluate performance of all members; and coordinate to them to create a greater effect and comprehensive planning of the entire project’s process. All these characteristics help to maximize the success of project (EDRM, 2010).

There are numerous models regarding project management that add the huge success to businesses. Few of the framework and methodologies are discussed below (Wysocki and McGary, 2003):

Adaptive Project Framework:

This framework provides a way out to complex projects. In such case, project scope varies with the time. Thus it needs to adapt to the changes it may bring (Freedman, 2010). The project is varied on the basis of following factors:

- Changing business value
- Different level of client involvement
- Uneven market stability
- Clarity of objective

In addition to this, the framework has cited the most common project characteristics (Williams, 2011), including:

- Complexity
- Cost
- Risk
- Duration

Moreover, cost and time are constant throughout which makes it easier to adapt to changes as they occur (Hutton, 2011). This framework is designed to control complexities of business especially when they are confronted with greater uncertainties (Wysocki, 2010). In order to execute the project, its scope is adjusted to obtain the best business value from the project.

Agile Project Management:

This methodology is implemented on projects in which excessive agility is required. Agile development methodology is based on short-termed delivery processes (Rezaeean & Falaki, 2012). This method helps to build a dynamic

team culture in an organization, control project having minimum level of restrictions and its operations are based on immediate communication. It maintains the focus of business in delivering the business value, subsequent businesses are able to decline the risk associated with business activities. Agile project management increases the delivery of initial business value and ensures to increase continuously by taking on proper planning and feedback process. With this process, teams are built to meet the business needs by adapting to required changes, measuring the status of work. This project management system tackles to meet the business needs and customer requirements in a better way (Augustine et al., 2005).

Crystal is another method that comes under the category of agile which focuses on team skills, competencies, communication, teamwork, interaction and people, instead of focusing on processes individually.

Waterfall Model:

This model is a well-known model of project management which works on the fact that project cannot move to another phase until the last phase is accomplished. Take the example of the construction project, team cannot move to the implementation phase until the planning phase is finished. Even, project cannot overlap the phases to continue the process. The four phases of the project are goal definition, planning, implementation and closure of the project (Collyer & Warren, 2009).

These phases are dependent on each other and functions when previous one is completed (Patel and Jain, 2013). From a business perspective, a waterfall method focuses more on record keeping process, which helps the businesses

to improve its operations by comparing the performance. As it is based on strong documentation, issues like employee turnover will not impact the overall performance of the business. Also, it will give an estimated overview of cost, size and timeline for the project to the clients so that they have an idea about final project in the end (Thomsett, 2002).

Spiral Model:

This model supports the mechanism opposite to that of the waterfall model. Spiral model states that project go through different phases over and again until the project reaches some extent of maturity such as a product that is acceptable by customers. In this model, it is possible to overlap phases due to high changing demands and small innovation cycle such as IT projects. (Sparrow, 2012)

This model is advantageous in increasing the effectiveness of business processes. The model supports the transparency as it involves numerous teams and people to ensure the proper monitoring of project. It efficiently manages risk, adapts to new changes, eliminates the instability of project, and develops highly customized product. This model is productive to make the business successful.

SUCCESS OF BUSINESS BASED ON PROJECT/PROCESS MANAGEMENT:

Different project management and process management models and theories help to improve visibility of project while maintaining control over project resources and project. These project management tools will help to increase the business efficiency. Models like adaptive project framework and

waterfall model help to enhance the accuracy in the estimation process. With the project estimation, managers and team members can accurately quote for the work to their customers, which will develop strong customer base and bring positive impact on business output. Moreover, spiral model supports the monitoring process by numerous people that helps to gain real-time visibility of the project. As a result business will maintain the quality of deliverables and provide a clear impression of profit from various projects (ABB Switzerland Ltd, 2009). Hence, in case of any unfavorable happening managers can easily control the processes and maintain the business effectiveness. Models like agile development and crystal development help to build strong team collaboration which means, project goals are achieved by mutual contribution instead of individual. These models will bring greater innovation, more efficiency in the project deliverance, the immediate problem solving, cost-effectiveness, and thus will benefit the productivity of business. Effective management of project and process reduce the risk factor of project failures, give managers the leverage to monitor the continuous progress of the project and take remedial actions wherever needed. Moreover, successful project and system management evaluates the projects' productivity and its utilization, result in accurate reporting and analytics. By overall improvement in business operations and productivity level, business will enjoy the increased customer satisfaction (Scott-Young & Samson, 2008).

QUALITY AND MANAGEMENT INFORMATION PROCESSES:

Application of Quality Management processes has verified the improvement in business performance to a greater extent. According to the studies of the U. S. General Accounting Office and the National Institute of Standards and Technology (NIST), companies who have invested in quality management practices and principles resulted in improved productivity, satisfied customers and employees, increased profitability for investors as well as customers. Now, companies are developing and implementing various Quality Management programs across the world in order to remain competitive and drive higher revenues. Six Sigma is an essential Quality Management tool which remained same since Motorola established the method in 1986, and this integrates the system and quality tools to manage and control performance across international companies. Quality Management and Information System methodologies encourage employees to perform tasks well, hold on to provided structured processes, adapt to changes quickly to avoid the disruption for organization. Moreover, Information Technology tools help Quality Management objectives and tasks to make more efficient and eliminate user resistance. Hence, this shows IT processes assist Quality Management system to gain higher benefits at lower risk by using tools efficiently (Yusof & Aspinwall, 2000).

Today, Information Systems in businesses serves as the central nervous system of a company with regards to manage company’s operations and its critical information (Alter, 2001). Advance information system like Enterprise Resource Planning, support the management integration in businesses as a

whole that consequently help organization to use business resources effectively and efficiently and thus improve the efficiency of business management (Gripe, and Rodello, 2012).

The benefits of Information Systems management in any organization are beyond doubt. Some of the major benefits are listed below (Sanyal, Bhadra, and Das, 2012):

- Time consuming manufacturing process
- Less production cost
- Decrease inventory overheads
- Substitute of manpower
- Higher transparency in procurements
- Efficient supply chain with timely deliveries
- Increased responsiveness to changing market conditions
- Effective and efficient use of resources
- Satisfied customers
- Facilitate globalization

All these benefits are the reasons information systems are being adopted by most of the best competing organizations of the world.

CONCLUSION:

Management of business processes, projects and system have increasingly become important to enhance the productivity of business. As the report has discussed various models regarding process management and project management, it indicates that improved project management processes have reduced the overall cost of the businesses with optimal enhancement

in communication systems, information processes and productivity of businesses. Companies have successfully adapted to innovation and changes and bring down the cost, thus have led the business to become more efficient and competitive in the industry. Summarizing the report, the effective management of projects, processes and systems can be the key to the success of a business. In addition to this, Quality and management information processes and systems can support this success to the best.

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