AjarAble

DRIVING PROJECT SUCCESS
THROUGH PRACTICAL IMPLEMENTATION METHODS
CLZK-PPIM

Duration: 5 days; Instructor-led | Virtual Instructor-led

OVERVIEW

In today's rapidly evolving business landscape, organizations strive to deliver successful projects that meet user needs, effectively manage risks, and drive performance through data insights. To achieve these goals, a holistic approach that combines design thinking, agile project management, and KPI tracking is essential. In this course, we will empower you with the knowledge and skills to leverage design thinking methodologies to define user requirements and create innovative solutions. Design thinking emphasizes empathy, human-centricity, and iterative problem-solving, enabling you to deeply understand user needs, pain points, and aspirations. By incorporating design thinking principles, you will enhance your ability to deliver products and services that resonate with your target audience, driving project success and customer satisfaction.

Furthermore, we will delve into agile project management, a dynamic and adaptive approach that enables efficient project execution and risk management. Agile methodologies, such as Scrum, promote collaboration, iterative development, and continuous improvement. You will learn how to effectively manage project risks by embracing change, breaking down work into manageable increments, and fostering open communication within cross-functional teams. By implementing agile project management principles, you will increase project agility, minimize risks, and enhance project outcomes.

Additionally, this course emphasizes the importance of tracking and measuring project performance through effective Key Performance Indicators (KPIs). KPIs provide valuable insights into project progress, enabling you to make data-driven decisions and adjust strategies as needed. You will learn how to define meaningful and measurable KPIs that align with project objectives, monitor KPIs through interactive dashboards, and leverage visualization techniques to communicate project performance to stakeholders effectively.

Throughout this course, we will provide a blend of theoretical knowledge, practical case studies, and hands-on exercises to ensure a comprehensive learning experience. You will engage in user research activities, create user personas, map user journeys, identify and mitigate project risks, execute projects using agile methodologies, and develop KPI tracking mechanisms. These activities will equip you with the practical skills and strategies needed to drive innovation, manage risks, and effectively track project performance.

By the end of this course, you will possess a deep understanding of how design thinking, agile project management, and effective KPI tracking contribute to project success. You will be equipped with the tools and techniques to define user requirements, manage project risks, execute projects using agile methodologies, and track KPIs to ensure project alignment with organizational goals.

OBJECTIVES

Upon completing the workshop, participant will be able to:

- Apply the principles of design thinking to identify project objectives and enhance project success.
- Profile and segment end users using frameworks such as Maslow's Hierarchy of Needs and the Six Human Needs framework.
- Utilize the User Journey Framework to create personalized experiences for end users across all touchpoints.
- Analyze and identify pain points in existing processes using various analysis frameworks.
- Define project roles and responsibilities and translate project objectives into measurable Key Performance Indicators (KPIs).
- Understand different project management methodologies and select the appropriate approach for project initiation.
- Create a project roadmap, including project charter, milestones, and budgeting.
- Identify and assess project risks using relevant techniques and frameworks.
- Implement the Scrum framework for effective project execution and task management.
- Track and measure project performance using visualizations and dashboards.

PREREQUISITES

- No prerequisites

AUDIENCE

- This comprehensive 5-day training course is designed to equip professionals with the essential software skills needed to excel in design thinking, project management, and KPI management dashboard tracking. This course equips professionals with the necessary tools and knowledge to succeed in today's dynamic business environment.

ASSESSMENT CRITERIA

- Demonstrate understanding of the principles of design thinking and the agile mindset.
- Create user personas based on demographic, geographic, behavioural, and psychographic factors.
- Map out user journeys using appropriate flow chart and swimlane diagram techniques.

- Identify and analyze pain points in a given process using relevant frameworks and tools.
- Map project roles to tasks and deliverables and define measurable KPIs.
- Create a project charter, objective statements, milestones, and budget for a hypothetical project.
- Identify and document project risks using specified techniques and document formats.
- Demonstrate understanding of the Scrum framework by planning and executing a project scenario.
- Design and create a customized dashboard to track project KPIs and visualize project progress.
- Document the lessons learned and propose improvements for project and risk management processes.

COURSE CONTENTS

Day 1: Identifying Project Objectives via a Design Thinking Approach

Module 1:   Introduction to Principles of Design Thinking
- Understanding the importance of empathy and human-centric approach in the design thinking process
- Exploring the agile mindset and values behind design thinking
- Case studies showcasing successful design thinking applications
- Implementation of design thinking into the corporate culture

Module 2:   Profiling and Segmentation of End Users
- Interpret and use the Maslow's Hierarchy of Needs and the Six Human Needs framework to identify user needs
- Techniques for conducting user research and gathering insights on user needs and pain points using the Value Proposition Canvas
- Identifying the different types of user persona based on demographic, geographical, behavioural and psychographic factors and segmenting them into groups according to their needs

Module 3:   User Journey Framework
- Examine the features of products and services offered in terms of their inputs, outputs and time frame
- Introduction to the User Journey Framework for creating personalized experiences across user touchpoints
- Mapping out user journeys using flow charts and swimlane diagrams with triggers, nodes, functions, and paths

Module 4:   Pain Point Analysis
- Calculating average process duration using Cycle Time Analysis
- Classifying processes using the APQC Process Classification Framework
- Assessing process health using Porter's Value Chain Framework and Capability Maturity Model Integrated (CMMI) Framework

- Identifying a suitable existing process for improvement within the organization

Day 2: Refining Project Requirements Through Business Process Improvement

Module 5:   Stakeholder Identification & Management
- Understand the roles and manage expectations of different stakeholders in different parts of the project management lifecycle using the Power Matrix.
- Learn about corporate governance and the differences between common project roles such as a project sponsor, portfolio manager, program manager, product manager, process manager and project manager.
- Identify communication frequency using the RACI matrix.

Module 6:   Process Redesign
- Analyzing process data and metrics to pinpoint bottlenecks and areas for improvement
- Identifying process improvement objectives using the IDEA Framework
- Optimizing existing processes using the 7 Heuristic Process Redesign Principles

Module 7:   Prototyping and Iterative Design
- Participants will participate in a proprietary project Overview of prototyping as a crucial part of the design process
- Techniques for rapidly prototyping ideas and concepts
- Hands-on activities to create and refine prototypes

Module 8:   Design Validation and Testing
- Importance of validating design solutions through testing
- Methods for testing prototypes with users and gathering feedback
- Iterative refinement based on user feedback
- Practical exercises to conduct design validation and testing

Day 3: Project Initiation

Module 9:   Overview of Project Management Methodologies
- Overview of the Project Management Lifecycle
- Introduction to the various different project management methodologies such as waterfall, lean, Kanban and agile.
- Apply the Project Management Trade-Off Matrix in decision-making.

Module 10: Project Initiation
- Learn to create a project charter
- Write proper project objective statements and identify the required resources under appropriate assumptions and constraints
- Map out the major milestones with the expected due dates

- Prepare a project budget using common project financing terms such as CAPEX, OPEX and measure the ROI of the project

Module 11: Project Roles & Responsibilities

- Mapping roles and responsibilities to project tasks and deliverables
- Translating project objectives into measurable Key Performance Indicators (KPIs)
- Setting meaningful KPIs using the SMART criteria

Module 12: Project Risk Identification and Assessment

- Techniques for identifying risks (e.g., Ishikawa Diagram, SWOT analysis)
- Understanding different types of risks and applying targeted risk management strategies
- Documentation and recording of identified risks in risk register document
- Risk Management via the Risk Probability and Impact Matrix

Day 4: Project Execution via a Scrum Framework

Module 13: Risk Response Planning, Monitoring and Review

- Risk response strategies (avoidance, mitigation, transfer, acceptance)
- Establishing a robust risk monitoring process to monitor any project deviations
- Identifying warning signs and triggers
- Tracking and evaluating risk responses
- Adjusting risk response plans as needed

Module 14: Work Breakdown Structure

- Analyzing the project requirements to create a Work Breakdown Structure
- Estimating the task duration, start time and end time
- Creating a project schedule and Gantt chart
- Learn the different type of dependencies between tasks and learn how to map them onto a Gantt chart.

Module 15: Implementation of the Scrum Framework

- Utilizing the Scrum framework for consistent feature delivery
- Understand the purpose and usage of the Product Backlog, Sprint Backlog as well as the roles of the Product Owner, Scrum Master, and Scrum Team Member in Sprint Planning Meeting.
- The art of filtering tasks from the Product Backlog in forming the Sprint Backlog

Module 16: Scrum Artifacts: Velocity and Burndown Charts

- Understanding the importance of backlog refinement and prioritization in maintaining an accurate burndown chart
- Analyzing the trends and patterns in the burndown chart to identify potential issues or deviations from the sprint plan

- Utilizing velocity as a forecasting tool to estimate the team's capacity and plan future sprints effectively
- Implementing strategies to address fluctuations in velocity and optimize team productivity

Day 5: Track, Measure and Visualizing Project Performance

Module 17: Visualization of Project Progress and Project Risks via an Interactive Dashboard

- Designing and customizing dashboards for tracking KPIs
- Represent the key metrics with suitable infographics (e.g. Bar charts, histograms, Graphs, box plot, scatter diagrams) to aid stakeholders to make decisions
- Connect data source to create a customized dashboard to monitor and analyze KPI data in real-time
- Practical exercises and hands-on dashboard creation

Module 18: Project Simulator

- Managing project risks under given constraints and resources
- Decision-making techniques in project management
- Problem-solving strategies for project challenges
- Implementing risk mitigation strategies
- Evaluating alternatives and making informed decisions

Module 19: Management Presentation

- Applying storytelling techniques to present risk management insights and recommendations in a compelling and engaging manner
- Creating visually impactful project progress reports that highlight key milestones, risks, and mitigation strategies
- Incorporating risk management reporting into regular project status updates and steering committee meetings
- Engaging stakeholders in collaborative discussions to address project risks and make informed decisions

Module 20: Project Closure

- Conducting a comprehensive project review to evaluate the effectiveness of risk management activities and identify areas for improvement
- Documenting lessons learned from the project, including successes, challenges, and best practices, to inform future project managers
- Implementing a feedback collection process to gather insights from project team members, stakeholders, and customers for continuous improvement
- Developing a project closure report that summarizes the project's outcomes, deliverables, and key learnings
- Ensuring proper archiving of project documentation and artifacts for future reference and audit purposes