Project Management Office

MYWATER Pvt Ltd
(A Multinet Associated Company)

MSPM- Fall 2023

03-398221-002   ABDUL RAHIM ZIA

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Department of Management

Sciences

Bahria University, Lahore

Campus

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APPROVAL FOR EXAMINATION

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Registration No.: 03-398221-002

Program of Study: Master of Science in Project Management

__Project Title:__ PMO – My Water Pvt Ltd

It is to certify that the above student's project has been completed to my satisfaction and, to my belief, its standard is appropriate for submission for examination. I have also conducted a plagiarism test of this thesis using HEC prescribed software and found similarity index__% that is within the permissible limit set by the HECfor the MS degree thesis. I have also found the project in a format recognized by the BU.

Course Instructor's Signature: _____

Date: _____

Name: _____

DECLARATION

We hereby declare that this project report is based on our original work except for citations and quotations which have been duly acknowledged. We also declare that it has not been previously and concurrently submitted for any other degree or award at Bahria University or other institutions.

Enrolment	Name	Signature
03-398221-002	ABDUL RAHIM ZIA	

Date :   January 13, 2024

DEDICATION

Specially dedicated
to my parents and
teachers
(ABDUL RAHIM ZIA)

ACKNOWLEDGEMENTS

We would like to thank everyone who had contributed to the successful completion of this project. We would like to express our gratitude to our instructor, Mr.Ahsan Maqbool for his invaluable advice, guidance, and his enormous patience throughout the development of the Project Report.

In addition, we would also like to express my gratitude to our loving parentand friends who had helped and given me encouragement.

ABDUL RAHIM ZIA

ABSTRACT

The Project Report for the establishment of a Departmental Level Project Management Office (PMO) at the MYWATER provides an overview of the steps taken to establish the PMO, including an organization study, gap analysis, PMO justification, stakeholder register, and the creation of a PMO charter. The report also delves into the planning phase, where the PMO structure, road-map, function model and framework, and project management policies, standards, templates and SOPs were developed. The report details the implementation phase, where the policies, standards, templates and SOPs were implemented, and the ongoing monitoring and controlling of the PMO's performance. By implementing best practices and utilizing project management tools, the PMO aims to reduce project timelines, increase project success rates, and improve communication and collaboration within the department. The establishment of PMO will help the mywater to streamline the project management process and improve the overall efficiency and effectiveness of the projects in the organization. This will lead to improved project performance, increased production and profitability for the and align project management practices with the organization's mission and vision.

LIST OF SYMBOLS / ABBREVIATIONS

MW	MYWATER
KLI	Karachi Lahore Islamabad
PMO	Project Management Office
SOPs	Standard Operating Procedures
KPI	Key Performance Index
WBS	Work Break Down Structure

CERTIFICATE

This is to certify that Mr. Abdul Rahim Zia, bearing Enrollment Number 03-398221-002, currently enrolled in the MS (Project Management) program at Bahria University Lahore Campus (BULC), has satisfactorily fulfilled the program requirements. Mr. Abdul Rahim Zia is a student of the MSPM-II class for the spring 2023 semester.

During the course of his MS program, Mr. Abdul Rahim Zia has actively engaged with mywater Lahore regional office, particularly in real-time projects aimed at enhancing project management skills. His participation has been notable in the areas of Trainings, Scheduling, and Communication Management.

In particular, Mr. Abdul Rahim Zia, who currently holds the position of Operations Manager Regional at MyWater Private Limited, has made significant contributions to the successful implementation of the Project Management Office (PMO) at MyWater. His involvement in the project, "Implementation of PMO at MyWater Private Limited," has been marked by full and active participation.

Additionally, Mr. Abdul Rahim Zia has demonstrated valuable skills and insights in the handling of MyWater projects, providing noteworthy value additions to project management processes.

This witness statement is issued in recognition of Mr. Abdul Rahim Zia's dedication, commitment, and valuable contributions to his exemplary performance in implementing project management skills.

Given under my hand, this 14th January 2024.

Syed Zubair Qadri
Deputy General Manager - Sales & Operations
MyWater Private Limited

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FIGURES

TABLES

1 INTRODUCTION

Company Name: Mywater Private Limited

Head Office: 1-D-28, Sector 30, Korangi Industrial Area, Karachi

Other Offices: Islamabad: 60- A, F-6, Jinnah Avenue Blue Area, Islamabad

                        Lahore: 344-S, Quaid-e-Azam Industrial Estate, Kot
Lakhpat, Lahore

Industry: Manufacturing

Annual Revenue: 20 million

No. of Employees: Approximately 350

Website Address: https://mywater.pk or https://mywater.ae

Competitors: Nestle, Pepsico, Everywater

1.1 Background Story:

In 2019, a group of visionary engineers united with a shared mission: to address pressing challenges in developing countries through technology and innovation. Soon after identifying the scarcity of clean drinking water and its adverse impact on public health, they set out to make a difference. Welcome to MyWater.pk, where hydration meets convenience in the digital age. MyWater.pk is your dedicated source for premium bottled water delivery services, ensuring that refreshing, high-quality water is just a click away.

In a world where staying hydrated is essential, MyWater.pk takes the hassle out of obtaining pure and refreshing water by offering a seamless online platform. Our commitment is to provide you with not just any water but a premium selection that meets the highest quality standards. Whether it's for your home, office, or events, MyWater.pk is here to quench your thirst with excellence. Discover a curated collection of premium bottled water brands on our platform, each known for its purity, taste, and commitment to health. With MyWater.pk, you have the flexibility to choose from a variety of sizes and types of bottled water, ensuring that your hydration needs are met with precision.

The user-friendly interface makes ordering water a breeze, and our efficient delivery system ensures that your chosen bottles arrive at your doorstep promptly. We understand the importance of hydration for overall well-being, and MyWater.pk is dedicated to making sure that access to high-quality water is both convenient and reliable. Their vision crystallized into a commitment to make clean drinking water accessible to all, transcending socio-economic barriers. While initially

targeting underserved communities, they soon realized that even those who could afford expensive bottled water were not guaranteed safety. Fueled by their determination to create a better, smarter, and more sustainable solution for everyone, they founded Mywater®.

Mywater® has reimagined water dispensers and purifiers for the 21st century. Drawing inspiration from the purity of natural spring water enriched with essential minerals, our approach prioritizes the needs of the user. Our innovative technology seamlessly transforms tap water into pristine mineral water, staying true to nature's intent. Through our sustainable operations, we are not only revolutionizing water quality but also combating the challenges posed by climate change.

1.2 VISION:

At Mywater Private Limited, we envision a world where every individual has access to pure, safe, and refreshing water. Our commitment is to be a beacon of excellence in the water industry, setting new standards for quality, innovation, and sustainability. We strive to play a pivotal role in enhancing the well-being of communities by providing reliable and superior water solutions. Through cutting-edge technologies, unwavering dedication to quality, and a customer-centric approach, we aspire to be the trusted choice for premium water products and services. Mywater Private Limited aims to contribute to a healthier and more sustainable future, one drop at a time.

1.3 MISSION:

To serve the highest quality of mineral drinking water using cutting-edge technology and modern design. Our products not only give you one of the cleanest drinking water available but also provide you with an experience of a healthier lifestyle by reducing the usage of plastic bottles. Your journey with mywater® will transform perspectives on matters such as health, environmental concern, and comfort in all aspects of your life. We want to set better standards of hassle-free service for our customers.

1.4 PHILOSOPHY:

Sustainability is no longer an option. It's a necessity. The time to start loving our planet is now. As one of the most eco-conscious tech companies in the world, we understand the urgency of climate change deeply. By transforming waste into wonder, we are actively contributing to the preservation of our planet's precious resources and forging a path towards a more sustainable future.

Table 1-1 Mywater Philosphy

No more plastic	Low carbon footprint	Water Conservation	A Higher Purpose
Ridding the world of single-use plastic by giving new life to	Manufacturing our leading-edge purifiers with recycled plastic	Committed to using water wisely with our advanced manufacturing	Rewriting the plastic narrative as impassioned eco-visionaries through

materials that would have otherwise ended up in landfills or oceans.	makes it one of the most eco-friendly options available anywhere in the world.	systems that ensure the least amount of water waste.	sustainable production, packaging and delivery.

1.5   QUALITY POLICY:

Mywater is committed to providing the highest quality of mineral drinking water using cutting edge technology and modern design by eliminating the use of plastic bottles. We are dedicated to continuously improve our Quality Management System to comply with ISO 9001 standard and other regulatory requirements by setting attainable and measurable quality objectives to ensure customer satisfaction and enhance our reputation as a reliable and sustainable global manufacturer and distributor of smart home appliances.

In a pledge to saving the planet from plastic waste and in accordance with the sustainable development goals of the United Nations, Mywater plays a crucial role in shaping Pakistan's plastic landscape. With more than 7,395,420 plastic bottles saved, Mywater has had a significant contribution to the environment and safety of aquatic life in Pakistan. The company's dedication to the environment and quality of drinking water has made a huge impact on the environmental sector and has contributed to a sustainable and more human-friendly future.

1.6   SERVICES & PRODUCT-FEATURES:

We usually see water dispensers that need a plastic bottle. It creates a lot of hassle to bring the bottle to the dispenser. Mywater solves this problem by incorporating all the 7-stage filters inside its compact-designed dispenser. Not only that, but it also uses Internet of things to record and maintain the data of the devices and then providing it for the customer to analyze water quality and ensure maximum safety. Furthermore, the company provides its water dispensers on a rental basis and makes sure to maintain the devices in highest standards of quality and hygiene. This holistic approach not only provides hassle-free highest quality drinking water but it also provides up to 70% cost savings as compared to the monthly bottled water consumption.

The AI-powered smart app incorporated 14 types of sensors that not only continuously monitor the device health and water quality, but it also calculates and generates alarms for any anomalous behaviors or quality stats. Mywater also uses its own mineral filters to add essential minerals needed for normal function of human body. This makes the water filtration process much more complex and increases the customer-satisfaction.

1.7   8-STAGE PURIFICATION PROCESS:

The line water is faced with the sediment filter when entered into Mywater dispenser. Sediment filters remove any sold particles that are left suspended inside the line water. After passing through the sediment filter and getting removed the sand, dust, mud and all other solid particles, water moves towards the CTO filter which stands for the chlorine, taste and odor filter as it removes all these from water. Carbon-based CTO filters are responsible to remove any smell or taste that water might have due to contamination. After CTO comes the nano-silver Quantum disinfection filter that removes any bacteria or microorganisms available in the water. After that, water moves towards the reverse osmosis or RO membrane which is the most intense filter of all these processes. RO membrane remove any dissolved or undissolved solids in the water and TDS comes near to zero after passing through the RO membrane. After the RO membrane, water passes through the Aimro or mineral filter which adds the essential minerals inside water and makes it more adaptive to human body. The last process is the one in which the UV light is projected on the water in storage tank and thus it kills any leftover germs.

Analysis of MyWater & Other Types of Water

Types of Contamination in Water	mywater	Boiled Water	Bottled Water	Filtered Water	RO Water
Eliminates Heavy Metals	✓	✗	✓	✗	✓
Contains Minerals	✓	✓	✓	✓	✗
Eliminates Bacteria	✓	✓	✓	✗	✓
Eliminates Viruses	✓	✓	✓	✗	✓
Eliminates Chemical Toxins	✓	✗	✗	✓	✓
Plastice Particles	✓	✗	✗	✓	✓
Hardness	✓	✗	✗	✗	✓

Figure 1-1 Water Types

1.8 FEATURES & WATER MENU:

There are 4-5 types of water that the company offers including but not limited to regular mineral water, alkaline water, ultra-pure water and spring water. Regular mineral water includes medium pH with high TDS and is comparable to regular mineral water available in the market. Alkaline water has a high pH & low TDS with better hydration and is better suited to active lifestyles. Ultra-pure water is low pH and low TDS and is ideal for people with medical conditions. Spring water on the other hand has a medium pH and a medium TDS and is comparable to spring waters.

1.9 24/7 MONITORING AND SERVICE:

Mywater service model also offers a 24/7 AI based monitoring of the device and filter health status and the quality of water followed by services carried out by the operations department to ensure the highest standard water quality.

1.10 Mobile app – Customer focused UI

The mobile application incorporates all the essential information needed by the consumer to know that the drinking water is of highest standard of quality. As shown in the figure on the right side, it also shows the daily and monthly consumption and also shows the TDS of line water, mywater and RO water. It also depicts the filter health and manages to calculate the life and health of all the filters.

Multiple alarms are generated in an automated process if there is any problem with the device or the water that is being consumed. Alarms and simultaneous data can not only be seen by the customer but it is also continuously monitored by the

backend teams to tackle any problems before they arise. In pursuit of redefining what it truly means to achieve healthy hydration, we are rewriting the rules of water consumption and pushing the boundaries of innovation.

- ✓ Groundbreaking proprietary interconnected cloud-based AI systems
- ✓ Predictive AI that redefines customer experience
- ✓ Advanced algorithms that redefine the industry
- ✓ Patented smart water purification and enhancement system
- ✓ Dynamic output controls for customizable purification journeys
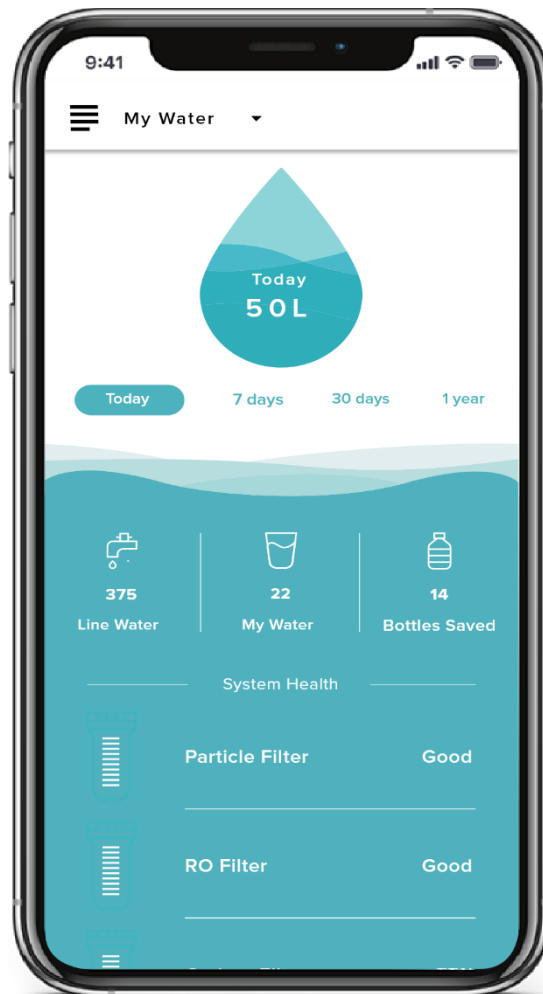- ✓ Deep injection technique for better tasting sparkling and flavored water

Figure 1-1 Mywater App Interface

2 PRODUCTS
2.1 TERRA

2.1.1 MS-01
Introduction

The Mywater MS-01, is a revolutionary water purification unit designed to elevate your water quality to new heights. Engineered with cutting-edge technology and a commitment to excellence, the MS-01 is more than just a water purifier is; it's a testament to purity, innovation, and your well-being

Figure 2-1 Terra MS-01

2.1.1.1 Key Features:
- Advanced Filtration Technology: The MS-01 unit incorporates state-of-the-art filtration technology to remove impurities, contaminants, and unwanted particles, ensuring that every drop is pristine and refreshing.
- Multi-Stage Purification: Our multi-stage purification process guarantees water that not only meets but exceeds industry standards. From sediment filtration to advanced carbon filtration, the MS-01 delivers water of the highest quality.
- User-Friendly Design: With a sleek and user-friendly design, the MS-01 seamlessly integrates into your space. The intuitive controls and display make it easy for you to monitor and customize your water purification settings.
- Energy-Efficient Operation: Mywater is committed to sustainability. The MS-01 unit is designed with energy efficiency in mind, minimizing its environmental footprint while maximizing its performance.
- Compact and Space-Saving: Perfect for homes, offices, and beyond, the compact design of the MS-01 ensures it fits seamlessly into any environment without compromising on purification capabilities.
- Smart Technology Integration: The MS-01 unit comes equipped with smart technology features, allowing you to monitor and control your water purification system remotely. Stay connected to your water quality wherever you go.

2.1.1.2 SPECIFICATIONS OF MYWATER MS-01:
- Unparalleled Purity: Experience water in its purest form, free from contaminants and impurities.
- Innovation You Can Trust: Mywater is synonymous with innovation. The MS-01 unit embodies our commitment to pushing the boundaries of water purification technology.

- Wellness in Every Drop: Elevate your well-being with water that not only quenches your thirst but contributes to a healthier lifestyle.

2.1.2 MS-02

2.1.2.1 Introduction

Elevate your water experience with the Mywater MS-02, a state-of-the-art water purification unit that redefines excellence in every sip. Tailored for optimal performance and user satisfaction, the MS-02 unit combines innovative technology with a commitment to delivering water of the highest quality.

Figure 2-2 MS-02

2.1.2.2 Key Features:

- Triple-Stage Filtration: The MS-02 unit employs a cutting-edge triple-stage filtration system, ensuring thorough purification by removing impurities, sediments, and harmful contaminants. Enjoy water that surpasses purity standards.

- UV Sterilization Technology: Take advantage of UV sterilization to eliminate bacteria and microorganisms, providing an extra layer of protection for water that's not just clean but also safe for consumption.

- Eco-Friendly Design: Committed to sustainability, the MS-02 unit features an eco-friendly design with energy-efficient components. Enjoy peace of mind knowing that your water purification choice contributes to a greener tomorrow.

- Space-Saving Elegance: The MS-02 is designed with both form and function in mind. Its sleek, space-saving design ensures it seamlessly integrates into any environment, from kitchens to office spaces.

- Smart Connectivity: Stay connected with your water purification system through smart connectivity features. Monitor and control the MS-02 unit remotely, ensuring your water is always at its best, wherever you are.

2.1.2.3 Why Mywater MS-02:

- Premium Purity: Immerse yourself in water that exceeds expectations, providing not just hydration but a pure and refreshing experience.

- Cutting-Edge Technology: Mywater is synonymous with innovation, and the MS-02 unit reflects our commitment to staying at the forefront of water purification technology.

- A Healthier Lifestyle: With advanced features like UV sterilization and intelligent controls, the MS-02 contributes to your overall well-being.

2.1.3 MS-03

2.1.3.1 Introduction

Introducing the Mywater MS-03, a pinnacle of water purification technology designed to set a new standard in excellence. Meticulously crafted to deliver unparalleled water quality, the MS-03 unit is a testament to innovation, reliability, and the pursuit of a healthier lifestyle.

2.1.3.2 Key Features:

- Quadruple-Stage Filtration System: Elevate your water experience with our advanced quadruple-stage filtration, removing impurities, odors, and contaminants. The MS-03 ensures water of the highest purity for your well-being.

Figure 2-3 MS-03

- Reverse Osmosis Technology: Benefit from the power of reverse osmosis for a thorough purification process. This cutting-edge technology guarantees the removal of even the tiniest particles, leaving you with crystal-clear, pristine water.

- Smart Health Monitoring: The MS-03 goes beyond purification; it actively monitors and provides real-time feedback on water quality. Stay informed about the health of your water and enjoy peace of mind.

- Space-Saving Design: The MS-03 seamlessly integrates into your space with its compact and stylish design. Enjoy purified water without compromising on aesthetics or valuable space.

- Energy-Efficient Operation: Mywater is committed to sustainability. The MS-03 unit is designed with energy-efficient components, ensuring top-notch performance while minimizing its environmental impact.

2.1.3.3 Why Mywater MS-03:

- Unrivaled Purity: Immerse yourself in water that goes beyond expectations, offering a crisp and refreshing taste with every sip.

- Cutting-Edge Innovation: The MS-03 unit represents the latest advancements in water purification technology, setting a new standard for excellence in the industry.

- Total Well-Being: From its purification capabilities to smart health monitoring, the MS-03 contributes to a healthier lifestyle for you and your loved ones.

2.2 NEO-01

2.2.1 Introduction

Experience the future of water purification with the Mywater NEO-01, a revolutionary unit designed to redefine your expectations. Elevating water quality to new heights, the NEO-01 seamlessly blends innovation, efficiency, and sleek design for a premium water purification solution.

Figure 2-4 Neo-01

2.2.2 Key Features:

- Nano-Filtration Technology: The NEO-01 introduces cutting-edge nano-filtration, ensuring the removal of microscopic impurities and contaminants. Revel in water that transcends conventional purity standards.

- Smart Integration: Connect with your water purification system like never before. The NEO-01 features smart integration, allowing you to monitor, control, and customize settings through a user-friendly mobile app.

- Adaptive Purification Modes: Tailor your water experience with adaptive purification modes. The NEO-01 intelligently adjusts its purification process based on water quality, ensuring optimal results in any environment.

- Space-Age Design: Inspired by sleek, modern aesthetics, the NEO-01 is a visual delight. Its space-age design not only adds a touch of sophistication to your space but also ensures seamless integration into any setting.

- Hydration Insights: Stay informed about your water consumption habits with hydration insights. The NEO-01 provides real-time data to help you maintain optimal hydration levels for a healthier lifestyle.

2.2.3 Why Mywater NEO-01:

- Nano-Precision Purity: Immerse yourself in water purified at the nano level, delivering a taste that goes beyond clarity—pure, crisp, and refreshing.

- Connected Living: The NEO-01 isn't just a water purifier; it's a lifestyle enhancer. Stay connected, stay informed, and take control of your water quality with ease.

- Design for the Future: With its futuristic design and innovative features, the NEO-01 is not just a water purifier; it's a statement piece for the modern home or office.

2.3 NEO-02

2.3.1 Introduction

Embark on a journey of unparalleled water purification with the Mywater NEO-02, a pinnacle of innovation and design. Meticulously crafted to transcend conventional standards, the NEO-02 is not just a water purifier; it's a statement of sophistication, intelligence, and a commitment to the purest hydration experience.

Figure 2-5 Neo-02

2.3.2 Key Features:

- Smart AquaHub Connectivity: Revolutionize your interaction with water. The NEO-02 integrates seamlessly with the Mywater Smart AquaHub, allowing you to monitor and control your water quality remotely through an intuitive mobile app.

- Adaptive Intelligence: The NEO-02 adapts to your lifestyle with advanced adaptive intelligence. It learns from your water consumption patterns and adjusts its purification settings to ensure an uninterrupted supply of pure, refreshing water.

- Futuristic Design Aesthetics: Inspired by futuristic design principles, the NEO-02 is not just a water purifier; it's a work of art. Elevate your living or working space with its sleek lines, minimalist aesthetics, and a touch of technological elegance.

- Hydration Analytics: Stay informed about your hydration habits. The NEO-02 provides detailed analytics on your water consumption, empowering you to make informed choices for a healthier lifestyle.

2.3.3 Mywater NEO-02:

- Connected Living: With Smart AquaHub connectivity, the NEO-02 puts you in control. Monitor, adjust, and optimize your water purification from anywhere, at any time.

- Artistry in Technology: The NEO-02 is more than a purifier; it's a testament to the harmonious blend of technology and design, transforming your space into a showcase of sophistication.

3   CERTIFICATIONS

Mywater takes the quality of its products and services very seriously and in the pursuit of excellence, has taken multiple certifications and approvals from the ministries and quality organizations. Some of these certifications include the following:

MyWater Just Secured All Nfs And American Water Works Association Certifications In July 2023.

Figure 3-1 Certifications

4 BUSINESS ANALYSIS

Conducting a business analysis entails a thorough evaluation of both the internal and external facets of MyWater. This holistic process offers a panoramic understanding of the company, situating it within its surroundings and formulating strategic frameworks for future advancement. The subsequent analysis will focus on MyWater, aiming to evaluate the company and establish a Project Management Office (PMO).

4.1 INTERNAL ANALYSIS

For the internal analysis of MyWater. We will adopt the MOST framework (Mission, Objectives, Strategies, approach and Tactics). This method delves into the coherence across the entire company, leveraging the insights to refine internal processes and the organizational culture. The aim is to evaluate the internal environment of MyWater, enhancing its internal procedures and overall organizational dynamics.

Figure 4-1 INTERNAL ANALYSIS

5   COMPANY STRENGTHS

The fundamental strategy of MyWater revolves around delivering exceptional water services in Pakistan and the UAE, emphasizing health, safety, environmental responsibility, customer satisfaction, and sustainable business growth.

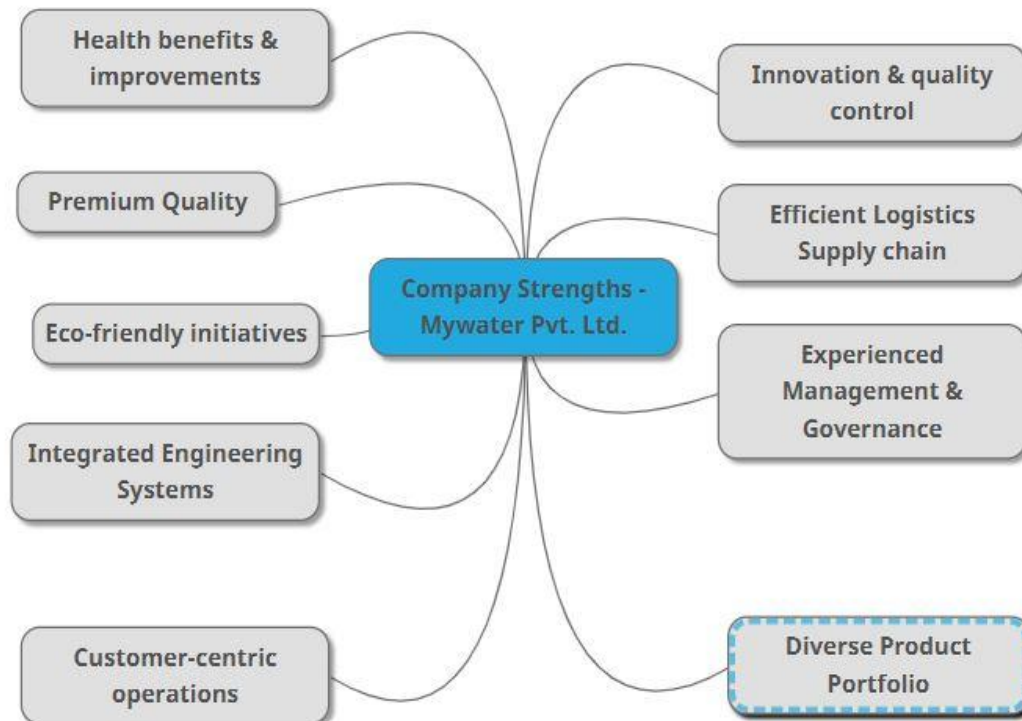*Figure 5-1 Company Strengths*

The company leverages its core strengths, which include:

- **High-Quality Water Production:** MyWater ensures high-quality water production, meeting stringent standards for purity and safety.

- **Eco-Friendly Initiatives:** By offering MyWater dispensers, the company actively contributes to reducing plastic waste, aligning with environmental sustainability goals.

- **Integrated Engineering Systems:** MyWater employs cutting-edge integrated engineering systems, ensuring cost-effective water production and a commitment to continuous improvement.

- **Diverse Product Portfolio:** With a broad range of premium water products, MyWater caters to various customer needs, providing a unique value proposition in the water services market.

- **Customer-Centric Approach:** MyWater's customer service excellence complements its diversified product portfolio, ensuring a positive and personalized experience for customers.

- **Innovation and Quality Control:** MyWater prioritizes innovation and quality control, maintaining leadership in water services through continuous improvement, technological advancements, and rigorous quality standards.

- **Supply Chain and Logistics Efficiency:** Through a vertically integrated business model, MyWater manages each stage of the value chain, from sourcing critical raw materials to efficient logistics, ensuring supply chain security and operational excellence.

- **Experienced Management and Governance:** MyWater is led by a seasoned management team with expertise in water services, implementing robust governance, controls, and oversight to ensure operational efficiency, innovation, safety, and effective risk management.

- **Health Benefits:** MyWater contributes to public health by providing high-quality water, supporting overall well-being and hydration. MyWater's commitment to quality, sustainability, and customer-centric services positions it as a leader in the water services industry, offering a holistic and environmentally responsible approach to water provision.

6 COMPANY VALUES

MyWater is built upon a set of guiding principles that define its operations, reflecting a commitment to ethical practices and social responsibility. As a trailblazer in the water services industry, MyWater adheres to principles that prioritize ethical conduct, social impact, and environmental sustainability.

Figure 6-2COMPANY VALUES

The core values of MyWater include:

Ethical Operations: MyWater is dedicated to conducting its operations with the highest standards of ethics and integrity, ensuring transparency, honesty, and fairness.

Social Responsibility: As a responsible corporate entity, MyWater upholds the rule of law, advocates for universal human rights, and actively contributes to the well-being of the communities it serves.

Environmental Stewardship:

MyWater is committed to protecting the environment, implementing sustainable practices in its water services to minimize ecological impact.

Community Empowerment:

MyWater aims to benefit the communities it serves by providing access to high-quality water services, contributing to improved health, and fostering community development.

Innovation for Sustainability:

MyWater's commitment to innovation extends to sustainability, with a focus on reducing plastic waste through the promotion of MyWater dispensers, aligning with environmental conservation efforts.

Quality Water Services:

MyWater places a premium on delivering world-standard water services, ensuring the highest quality and safety standards in its products.

Health Benefits:

MyWater recognizes the intrinsic link between quality water and public health, contributing to the well-being of individuals and communities. By upholding these core values, MyWater strives to set new benchmarks in the water services industry, promoting responsible business practices, environmental consciousness, and social impact.
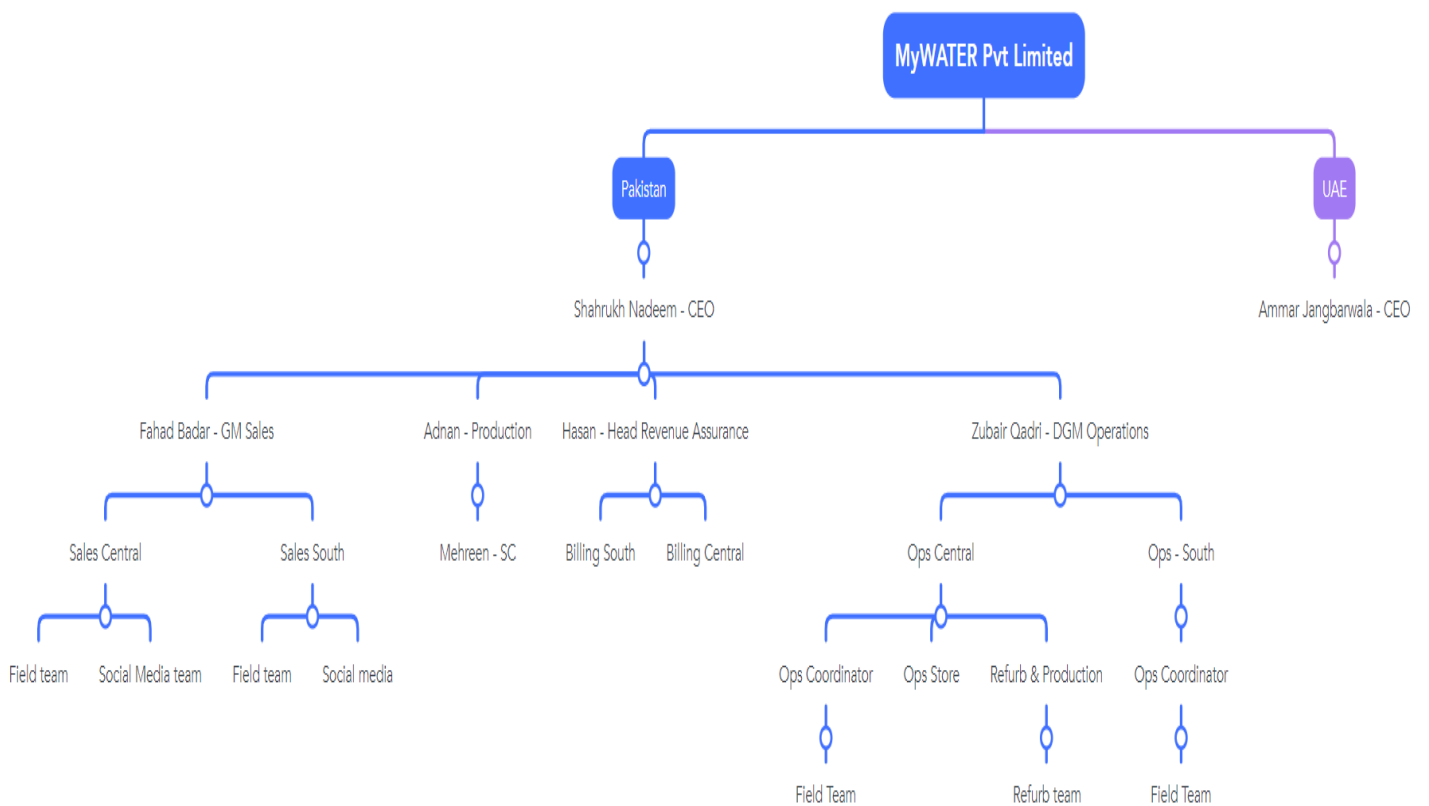
7 ORGANIZATION AND DEPARTMENT STRUCTURE:

Figure 7-1 ORGANIZATION AND DEPARTMENT STRUCTUR

8   GAP ANALYSIS:

MY WATER is doing projects all over the country, as employee we did an in house survey to see how things are going. We looked at a few important things like what we're supposed to do with scope, if we're on time (schedule), how much it's costing (cost), if our team has the right training, and what are our intra department communication channels. The survey helps us figure out how well our projects are doing overall and if there are areas that need some attention. We're using this information to make sure our projects run smoothly and we can do an even better job in the future. We did a departmental survey including functional managers and their team members.

8.1   As Is Analysis

Total 11 People participated in questionnaire that we circulate among managers and team lead to get their verdict on ongoing project statuses.

It took 24 Hours to get the results.

Results percentage is mentioned with charts below.

This analysis was circulate with in organization on 8th Dec 2023, and get results in 2 days, on 10th Dec 2023.

8.2 QUESTIONNAIRES:

1. The project goals and tasks are clearly defined (Scope).

   - 1: Agree   - 2: Disagree   - 3: Neutral
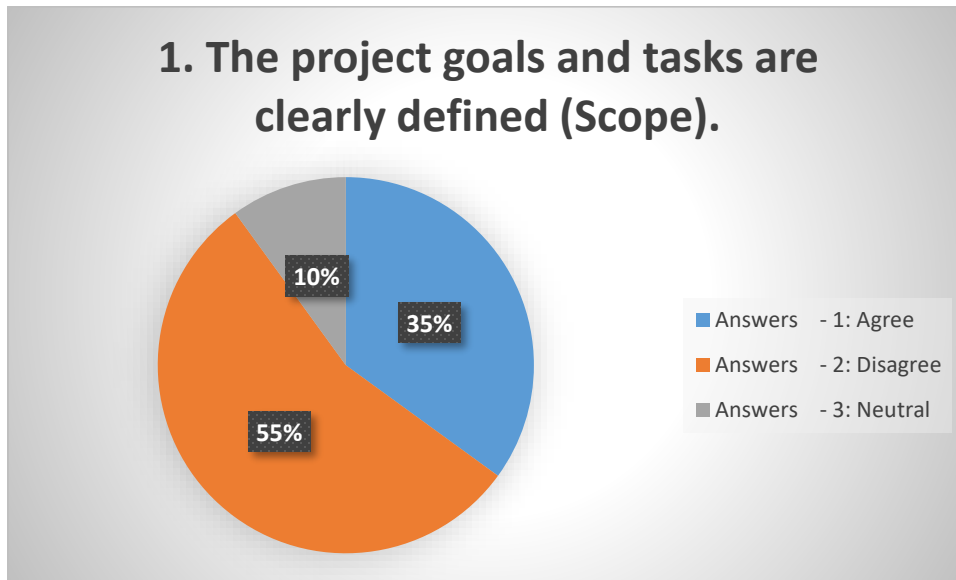
2. Project timelines and milestones are being met according to the schedule (Schedule).

   - 1: Agree   - 2: Disagree   - 3: Neutral
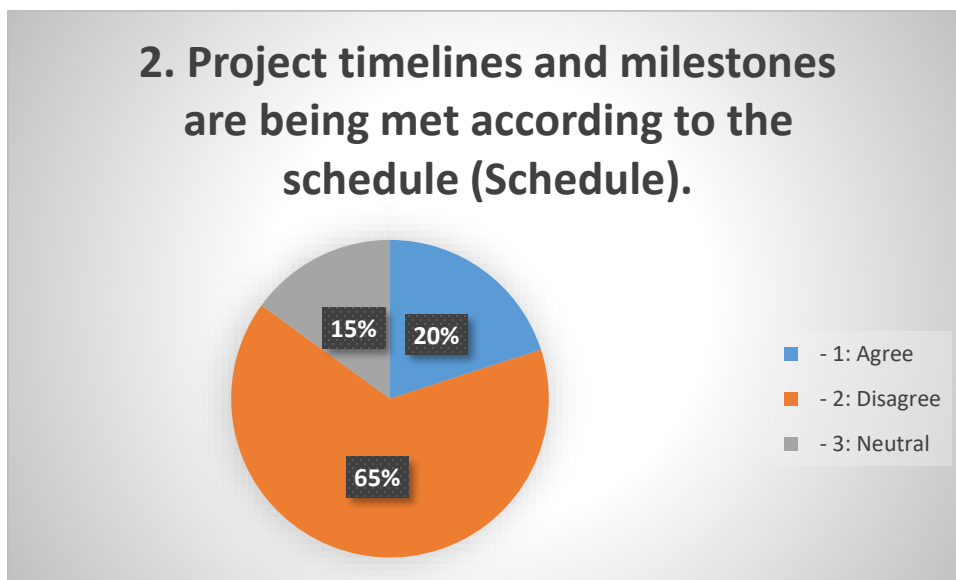
3. The project is staying within the allocated budget (Cost).

    - 1: Agree   - 2: Disagree   - 3: Neutral
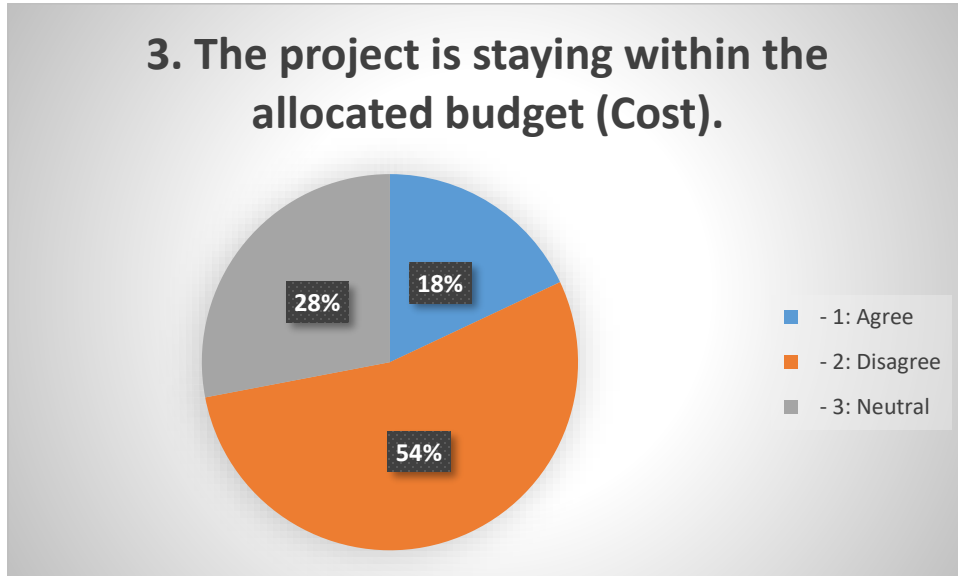
4. The team receives adequate training to perform their roles effectively (Employee Training).

    - 1: Agree   - 2: Disagree   - 3: Neutral

5. Communication channels within the project team are effective in reducing ambiguities (Communication Channels).

- 1: Agree   - 2: Disagree   - 3: Neutral

7. Communication channels within the project team are effective in reducing ambiguities (Communication Channels).

20%

45%

35%
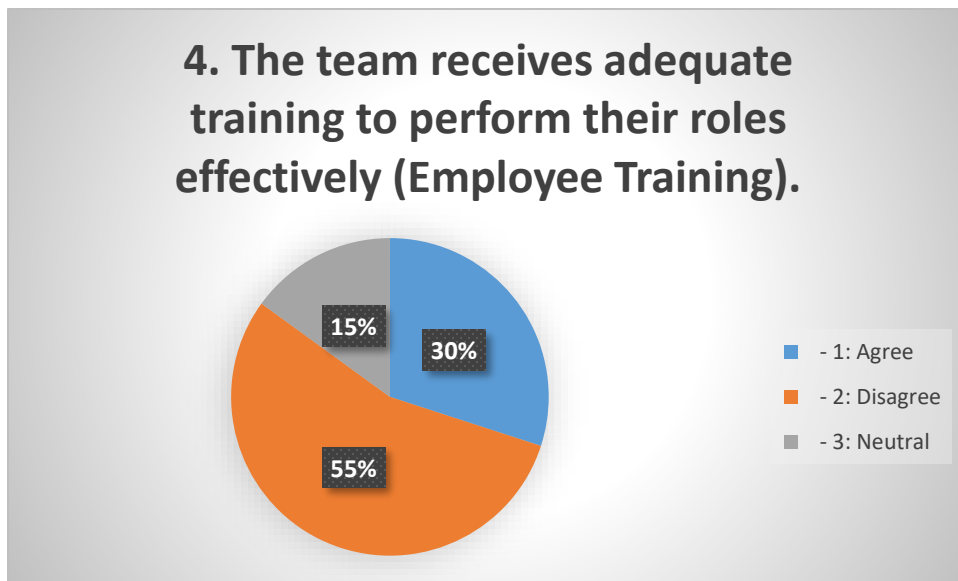
- 1: Agree
- 2: Disagree
- 3: Neutral
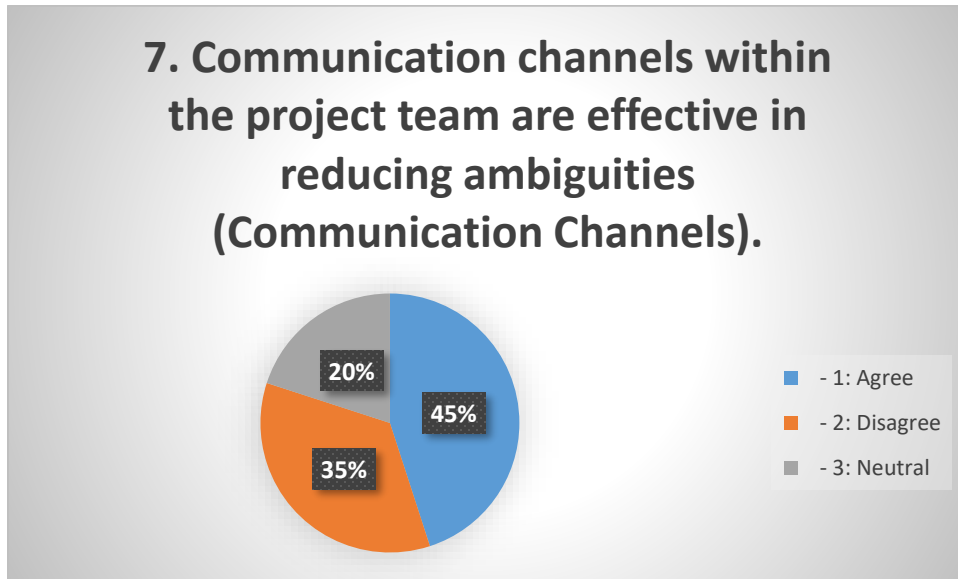
6. Project goals and tasks are well-communicated to all team members (Scope).

- 1: Agree   - 2: Disagree   - 3: Neutral

6. Project goals and tasks are well-communicated to all team members (Scope).

10%

48%

42%

- 1: Agree
- 2: Disagree
- 3: Neutral
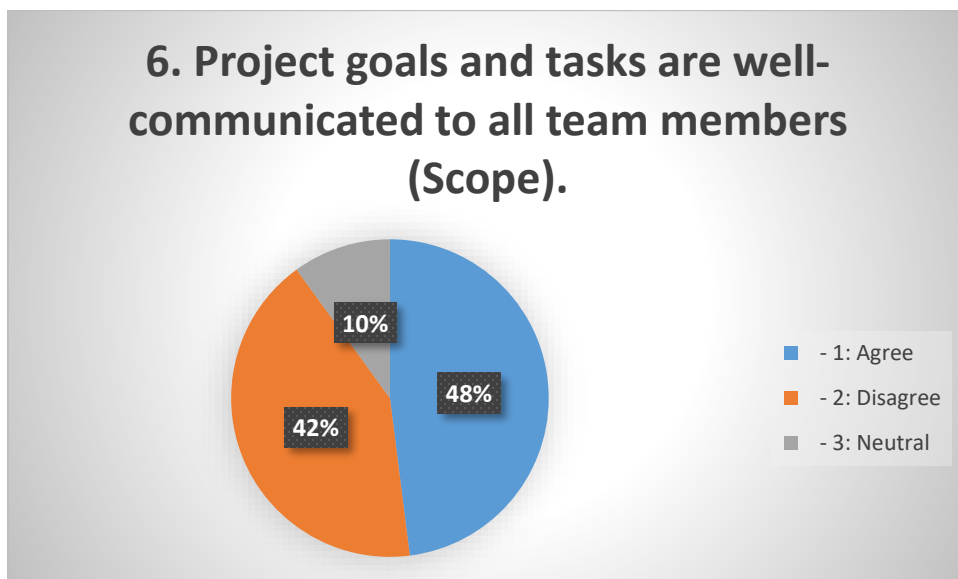
7. Project timelines and milestones are communicated clearly to the entire team (Schedule).

- 1: Agree   - 2: Disagree   - 3: Neutral
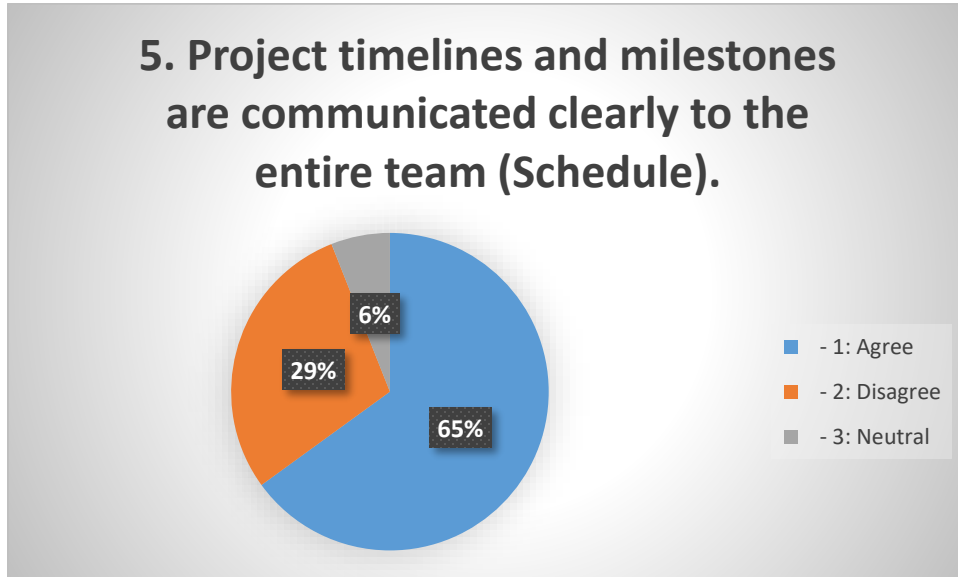
5. Project timelines and milestones are communicated clearly to the entire team (Schedule).

6%

29%

65%

- 1: Agree
- 2: Disagree
- 3: Neutral

8. Team members feel adequately supported with the resources provided within the budget (Cost).

- 1: Agree   - 2: Disagree   - 3: Neutral

8. Team members feel adequately supported with the resources provided within the budget (Cost).

0%

38%

62%

- 1: Agree
- 2: Disagree
- 3: Neutral
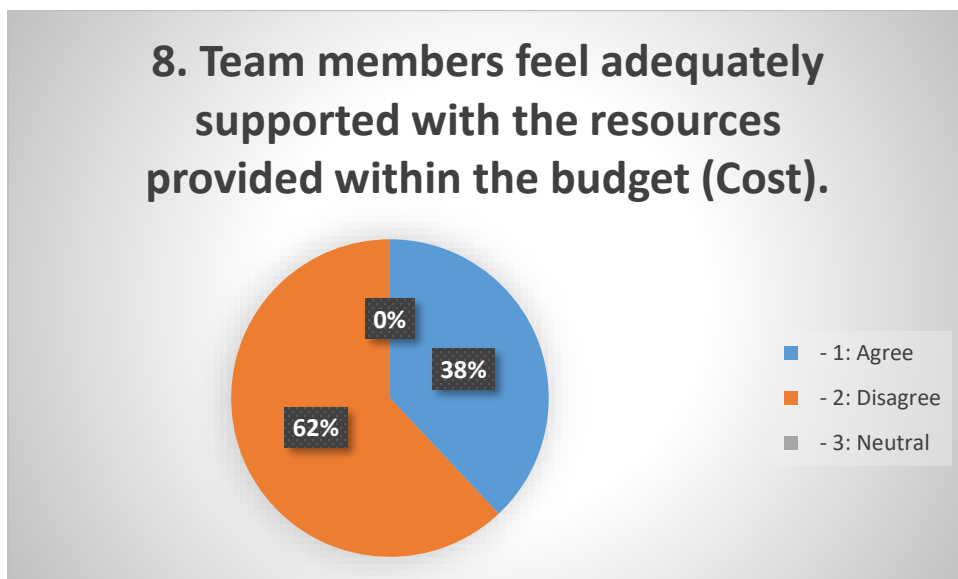
9. The team feels well-prepared and trained for the tasks at hand (Employee Training).

   - 1: Agree   - 2: Disagree   - 3: Neutral
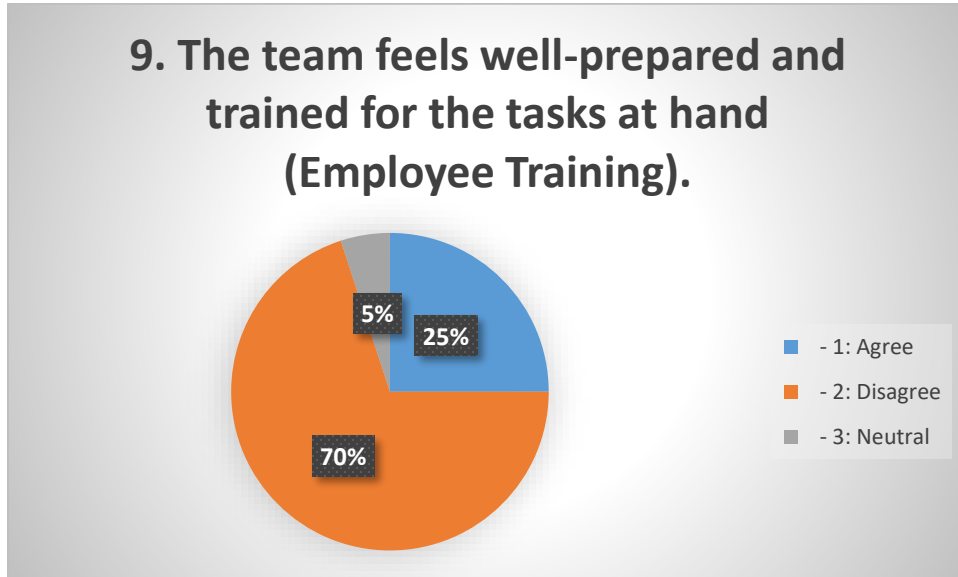
10. Communication channels facilitate open and clear communication among team members (Communication Channels).

   - 1: Agree   - 2: Disagree   - 3: Neutral

After conducted questionnaire survey, we noticed some confusion about what exactly we're supposed to do (scope). We need to make sure everyone understands the plan better. Our timing is a bit off with delays and things getting tangled up (schedule). We have to fix this to make sure we finish on time. Money-wise, we might be spending more than we thought (cost). We need to keep a closer eye on our budget. Also, our team might need some extra help in learning things for the project (human resource training). We should make sure everyone has the skills they need. Lastly, there are some problems we haven't solved yet. We need to figure these out fast. To make things better, we suggest making our plan clearer, fixing our schedule, keeping a closer eye on our money, helping our team learn, and solving problems quickly.

8.3 FINDINGS:

1. **Scope:**
   - Preliminary findings indicate challenges in defining project scope.
   - Clarification and refinement of project goals and tasks are needed.

2. **Schedule:**
   - Challenges were observed in managing project timelines.
   - Timely milestones and deadlines need closer attention for improvement.

3. **Cost:**
   - Preliminary findings highlight challenges in addressing cost-related issues.
   - A more detailed cost analysis is necessary to identify and manage expenses.

4. **Employee Training:**
   - Opportunities exist to enhance employee training.
   - The team's preparedness for tasks requires improvement through targeted training programs.

5. **Communication Channels:**
   - Challenges in communication channels impact project execution.
   - Opportunities exist to improve clarity and openness in team communication.
   - ERP and CRM is existing but need more improvement

8.4 Priority Findings to Work On:

In the meeting management decided to prioritize three crucial findings emerged as a strategic approach to enhance overall efficiency. Firstly, a well-structured schedule was identified as paramount, ensuring optimal time allocation and productivity. Secondly, streamlining the communication channels emerged as crucial to foster seamless information flow. Lastly, recognizing the significance of employee training highlighted the commitment to skill development and maintaining a competent workforce. These focused findings collectively aim to foster a conducive environment for effective decision-making and problem-solving within the organization.

9 PMO Justification:

Implementing a Project Management Office (PMO) is crucial to address our identified gaps in schedule, communication channels, and training. A PMO establishes standardized project management processes, ensuring adherence to schedules and timely delivery. It creates efficient communication channels, promoting collaboration and information flow across teams. Additionally, the PMO centralizes project oversight, enhancing visibility and control. Through standardized training programs, the PMO boosts team competence, reducing errors and enhancing project performance. Overall, a PMO acts as a strategic enabler, fostering a culture of excellence, efficiency, and consistent project success.

10 Proposed PMO:

Implementing a phased approach with a Supportive PMO for the first two months, followed by a transition to a Controlling PMO, aligns well with addressing the identified challenges in MyWater. The Supportive PMO phase can focus on providing guidance, training, and support, allowing teams to adapt to new processes. Transitioning to a Controlling PMO introduces more standardized processes and monitoring mechanisms.

After the Controlling PMO phase, a careful assessment of project performance and organizational readiness can guide the decision on whether to move towards a Directive PMO or maintain the Controlling approach. This adaptive strategy allows for flexibility based on observed outcomes and ensures that the chosen PMO model aligns optimally with the evolving needs and dynamics within MyWater.

11 CURRENT PMO STRUCTURE:

As of now, MyWater Operates without a dedicated Project Management Office (PMO) structure. This implies the absence of a specialized team or department responsible for overseeing and coordinating the company's project management functions.

12 PMO STRUCTURE:
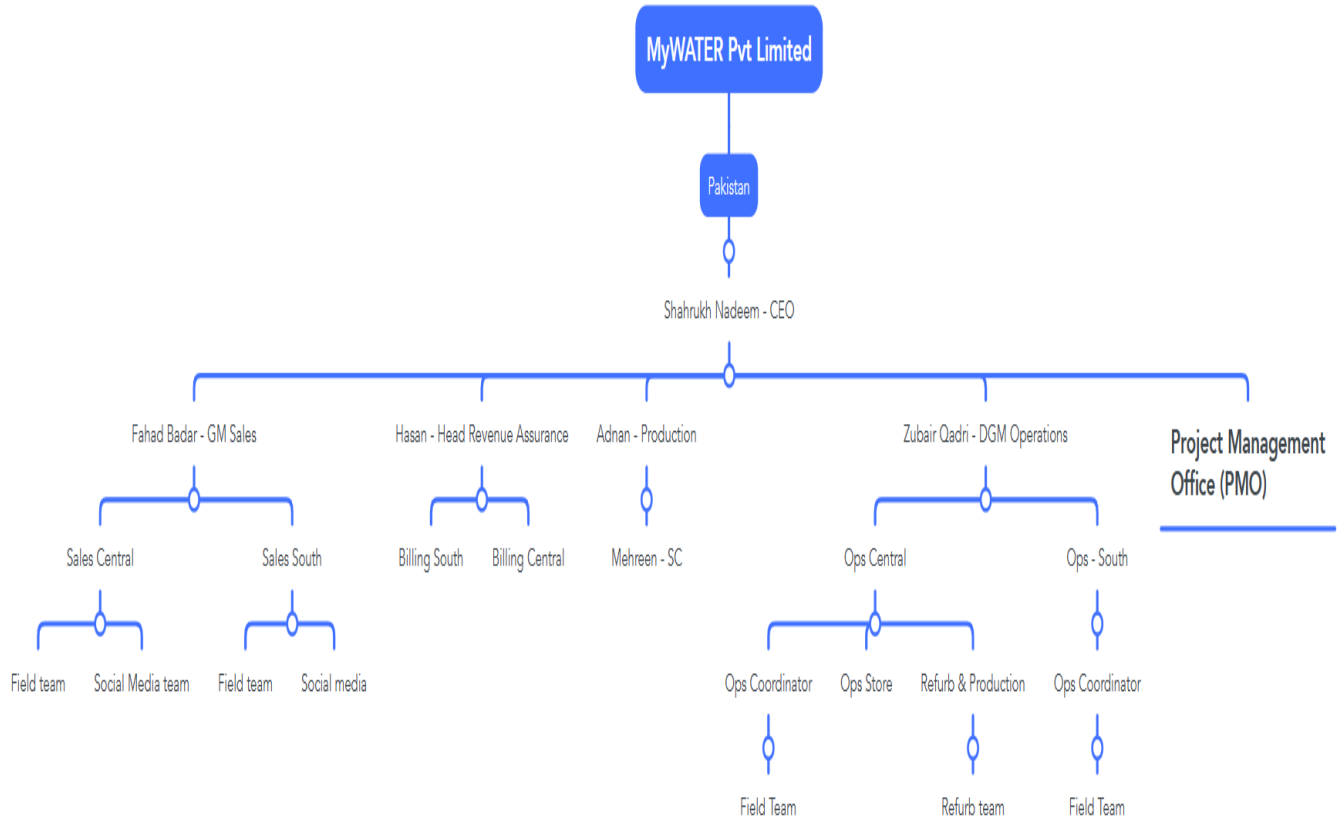
13 PMO DATES:

PMO Start Date: 8th Dec 2023

PMO Finish Date: 31st Jan 2024 (Only Level 1)

13.1 BUDGET:

Total Budget: 2.0 Million PKR

Re-charter = Quarterly

13.2 Value Preposition:

- Streamlined Project Scheduling for Timely Delivery
- Clear Communication Protocols for Transparency and Collaboration
- Standardized Training Programs for Consistent Skill Development
- Efficient Resource Allocation for Optimal Workforce Productivity
- Continuous Improvement Culture through Performance Analysis and Lessons Learned

Figure 14 Value Preposition

14 PMO ROAD MAP:

Figure 15 PMO Road Map
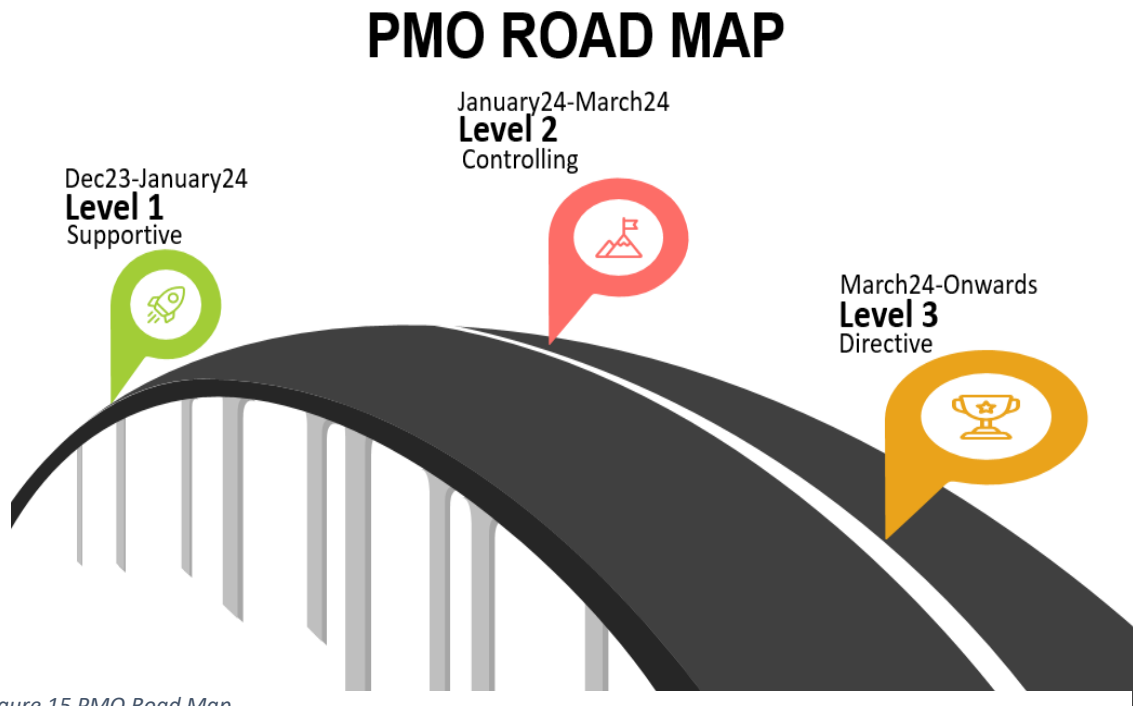
14.1 OBJECTIVE:

14.1.1 Supportive PMO (Months 1-2):

Objective 1: Provide guidance and support to project teams during the initial phase of adopting new project management processes and ensuring adherence to schedules and timely delivery

Objective 2: Facilitate structured training programs to enhance team skills and adaptability.

Objective 3: Foster a culture of collaboration and open communication within project teams.

14.1.2 Controlling PMO (Months 2-3):

Objective 4: Standardize project management processes for improved efficiency and consistency.

Objective 5: Monitor project performance metrics and critical paths to ensure adherence to established standards.

Objective 6: Implement cost management frameworks to optimize budgetary control.

14.1.3 Directive PMO Evaluation (Post-Controlling Phase):

Objective 7: Assess project outcomes and organizational readiness to determine the need for transitioning to a Directive PMO.

Objective 8: Maintain strategic alignment with organizational goals and continuously improve project management strategies based on evaluations.

These objectives align with the phased approach of the PMO, ensuring a systematic progression from providing support to standardizing processes, and ultimately evaluating the need for a more directive approach in the long run within MyWater.

     Level 1 – Supportive

     Level 2 – Controlling

     Level 3 – Controlling

15 PMO Charter:

Table 15-1 PMO Charter

PMO Charter	
PMO Title	Establishment of Project Management Office (PMO) at MYWATER Pvt Ltd.
PMO Name	MYWATER Project Management Office
Start Date	08th December, 2023.
Budget	PKR 2.0 Million
PMO Head	Mr. Shahrukh Nadeem
PMO Scope	Establish standardized processes for project schedule oversight and analysis.
	Provide guidance on effective scheduling practices and offer training programs.
	Conduct regular review meetings to address challenges and optimize project timelines
	Implement clear communication protocols and tools to address channel challenges.
	Facilitate communication training sessions to enhance team openness and clarity.
	Audit and optimize existing communication channels for improved project execution.
	Collaborate with HR to conduct a detailed training needs assessment.
	Design and implement targeted training programs to bridge skill gaps.
	Roll out advanced training initiatives based on identified opportunities for improvement.
PMO Objectives	Ensure adherence to project schedules through standardized oversight and guidance.
	Facilitate regular reviews and analysis to identify and address challenges promptly.
	Implement clear communication protocols and tools to improve transparency and clarity.
	Conduct training sessions to enhance team communication and openness.
	Collaborate with HR to conduct a thorough training needs assessment.
	Implement strategies for ongoing improvement in schedule management, communication, and training.
	Design and implement targeted training programs to enhance employee skills.
Deliverables	Standardized Schedule Policies of mywater
	Policy Adherence Rating Document
	Jira Boards
	Training Request Forms
	Training Feedback forms
	BI Dashboards

PMO Methodology	Schedule management involves initial assessments, collaborative development of standardized processes, and targeted training programs, with continuous monitoring and adjustments based on feedback. For communication channel enhancement, the methodology includes clear protocol development, communication training sessions, ongoing optimization, and regular documentation for improvement tracking. the PMO conducts a needs assessment, collaborates on program development, and implements initiatives, ensuring continuous monitoring, adjustments, and robust documentation to communicate outcomes. This approach ensures systematic improvement in schedule management, communication channels, and employee training within the organization.

	Stake Holder	**Roles & Responsibility**
Key Stakeholders	CEO	Responsible for setting the overall strategic Direction for the company and making high- level decisions that align with that direction.
	COO	Responsible for the overall operations of the company, related to IOT and innovation more also including the Production Department.
	GM	Responsible for ensuring that the production of mywater units as per project requirements running smoothly, and timely products are available for customer resolution.
	DGM	Operations of the maintenance teams across KLI, including scheduling and coordinating the work of maintenance staff and monitoring the maintenance process to ensure that it is running Smoothly.
	DPM	Responsible for Production of all our products catalog and in-house refurbishment of ongoing projects
	ROM	Responsible for overseeing the overall projects on going with in a region and resources, and their performance, including failures and TAT
	LEAD Ops	Responsible for maintaining the resources and allocation of required men power to each project in division
	Project Coordinator	Responsible for making coordination between Project execution teams and project manager
	Project Field Team	The front face of any project that work in the field as a team for the execution of the project.

|	
PMO Head Authority	1) Establish authority to enforce standardized processes for project schedule oversight. 2) Influence decision-making on project prioritization and resource allocation to address scheduling challenges. 3) Require regular reporting on project timelines and performance metrics.
	1) Authorize the development and implementation of clear communication protocols.
	1) Establish authority over training needs assessments and the development of targeted training programs. 2) Influence decisions on resource allocation for training initiatives. 3) Require continuous monitoring and reporting on the effectiveness of training programs.

16 PLANNING & SCHEDULING:

Table 0-1 Planning & Schedule

| Abdul Rahim Zia - 03-89221-002 | | | | Classic Schedule Layout | | | | | 14-Jan-24 13:52 | | |

Activity ID	Activity Name	Original Duration	Predecesso	Successors	Start	Finish	2023 December			2024 January			
							10	17	24	31	07	14	21	28
PMO-MW-1 PMO implementation at Mywater		47			08-Dec23	31-Jan-24								
PMO-MW-1.Innitiation (New WBS)		11			08-Dec23	20-Dec23								
A1000	Gap Analysis	2		A1010	08-Dec23	09-Dec23								
A1010	As Is Analysis	3	A1000	A1020	11-Dec23	13-Dec23								
A1020	Rational Analysis	2	A1010	A1030	14-Dec23	15-Dec23								
A1030	PMO Justification	2	A1020	A1040	16-Dec23	18-Dec23								
A1040	PMO Charter	2	A1030	A1050	19-Dec23	20-Dec23								
PMO-MW-1.Planning (New WBS)-1		21			21-Dec23	13-Jan-24								
A1050	PMO Functional Model	2	A1040	A1060	21-Dec23	22-Dec23								
A1060	Schedule Policy	7	A1050	A1070	23-Dec23	30-Dec23								
A1070	Communication Policy	7	A1060	A1080	01-Jan-24	08-Jan-24								
A1080	Training Policy	5	A1070	A1090	09-Jan-24	13-Jan-24								
PMO-MW-1.Execution (New WBS)-2		15			15-Jan-24	31-Jan-24								
A1090	Implementation of functional Model	4	A1080	A1100	15-Jan-24	18-Jan-24								
A1100	Implementation of Schedule Policy	4	A1090	A1110	19-Jan-24	23-Jan-24								
A1110	Implementation of Communication Policy	4	A1100	A1120	24-Jan-24	27-Jan-24								
A1120	Implementation of Training Policy	3	A1110		29-Jan-24	31-Jan-24								

17 WORK BREAKDOWN STRUCTURE (WBS):

Table 0-1 WBS
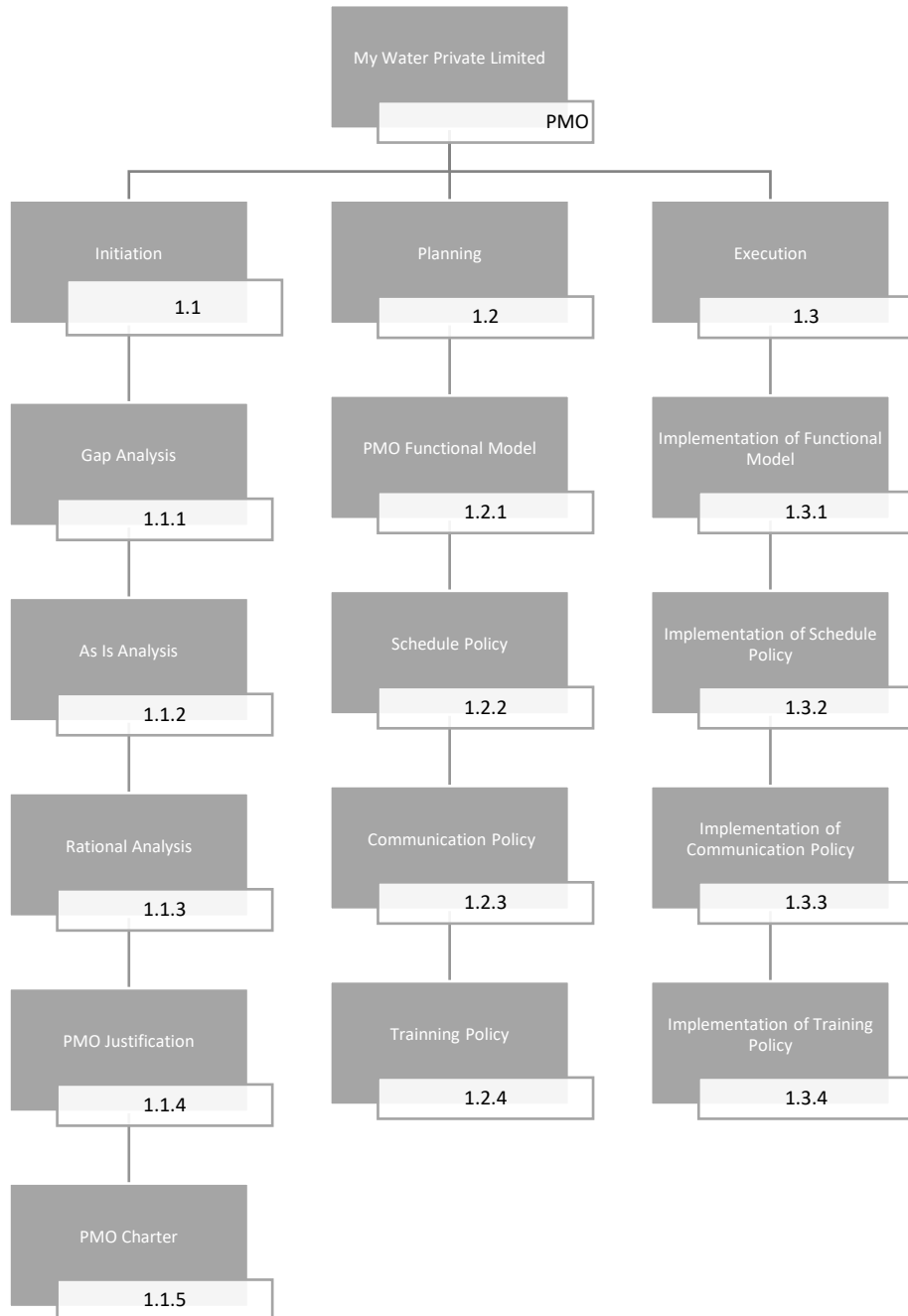
18 STAKEHOLDERS:

NAME	DESIGNATION	ROLE	TYPE	INTEREST
Shahrukh Nadeem	CEO	Strategic Decisions of Projects	External	High
Ammar Jangbarwala	CTO	Strategic Decisions of Projects, Also Member of Steering Committee	Internal	High
Fahad Badar	GM	Regional Sales Ops Head	External	High
Zubari Qadri	DGM	Regional Projects Planning Head Also Member Steering Committee	Internal	High
Adnan Khan	DPM	Deputy Production Manager Also Steering Committee Member	External	High
Hassan	CFO	Head of Revenue Assurance and Finances also Steering Committee Member	Internal	Medium
Marahim Javed	HR Head	Talent Acquisition and HR Management Also Member of Steering Committee	External	High
Abdul Rahim	Manager	Regional Project Manager and Also Part of Steering Committee	Internal	High
Nabeel Khan	Assistant Manager	South project executor and field team leader	Internal	Medium
Sohaib Khan	Lead Ops	Responsible for Projects Operations	Internal	Medium
Mansoor Ali	Project Coordinator	Responsible for Planning & Scheduling of project team	Internal	Medium
Mehrenn	Head Supply chain	Responsible for Procurement	Internal	High
Field Team			Internal	High
Technical Team			Internal	High
Bilal Ahmed	Admin Exec	Responsible of all Administration tasks	Internal	Medium
Vendors			External	Medium

19 PMO FUNCTIONAL MODEL:

The PMO will play a pivotal role in enhancing organizational efficiency through focused attention on Communication Management, ensuring transparent and effective information flow. Additionally, Schedule Management will be a key function, implementing standardized schedules for timely project delivery. The PMO will also oversee Training, aiming to consistently elevate team capabilities through the design and implementation of structured training programs.
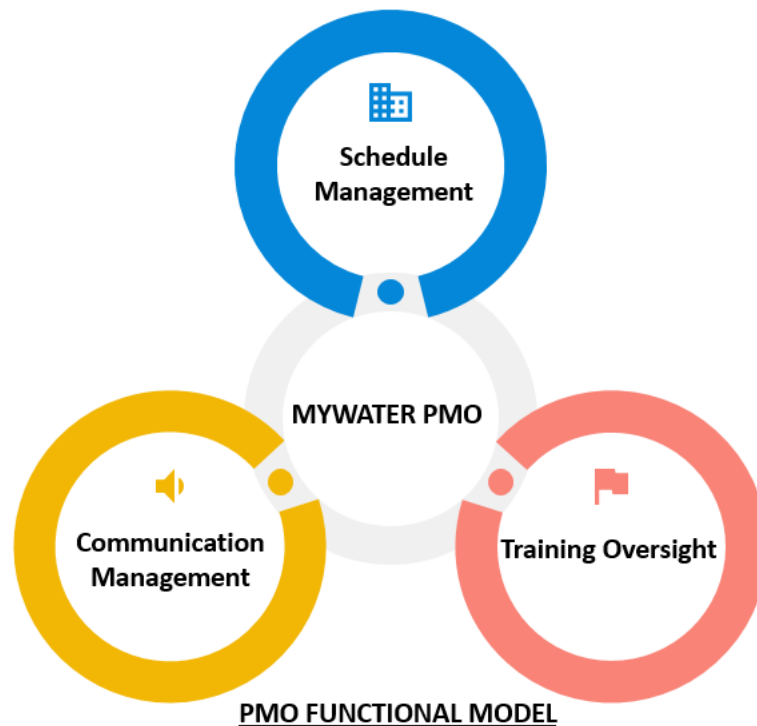
Figure 19-1 PMO Functional Model

Schedule Management:

- Development and enforcement of standardized project schedules.

Communication Management:

- Establishment and oversight of clear communication channels

Training Oversight:

- Design and implementation of consistent training programs.

20 COMMUNICATION POLICY FOR MYWATER PROJECTS:

20.1 Purpose:

Effective communication is essential for the success of MyWater projects. This policy outlines guidelines for clear communication within and between teams to enhance collaboration, reduce ambiguities, and ensure successful project execution nationwide.

20.2 Principles:

1. **Team Communication:**

   Team members are expected to communicate project-related information, updates, and decisions transparently within their respective teams.

2. **Inter-Departmental Communication:**

   Inter-departmental communication should occur through designated channels, (mywater official emails) to ensure information flows efficiently between teams. More keep in loop all required stakeholders.

3. **Clarity in Messaging:**

   All messages should be clear, concise, and easily understood to minimize misunderstandings.

4. **Communication Channels:**

   Teams will use appropriate communication channels such as project management tools, email, or scheduled meetings over zoom and google meets for different types of information. Field Teams can also communicate over WhatsApp groups.

5. **Feedback Loop:**

   Establish a feedback mechanism to encourage open communication and address concerns promptly.

20.3 RESPONSIBILITIES:

1. **Project Managers:**

   Responsible for ensuring effective communication within their teams and coordinating communication with other relevant departments.

2. **Communication Coordinators:**

   Designated individuals from each region (Regional Team Leads) are responsible for overseeing the implementation of communication channels and addressing communication-related issues.

Channels:

- All employees must have their official email to communicate with. Respective Mangers request to HR for immediate Emails creation.
- Departmental Email Groups will be created by IT team.
- Google Calendar will be created by HR for all employees across KLI.
- Regional Team leads with create Tasks on Jira for field teams and they will update accordingly communication.

20.4 Implementation:

Policy adherence rating form will be filled by all project team, Before deploy to any project, that will make sure that according to policy, More This policy will be reviewed quarterly, by steering community for any improvement or gaps.

20.5 Stakeholders:

Stakeholders should actively engage in communication processes, providing necessary input and promptly responding to communication requests.

20.6 COMMUNICATION POLICY RATING FORM

mywater	Communication Policy Adherence Rating Form			
Department:			**DATE:**	
Employee Information:				
Name:				
Position/Role:				
Email Address:				
Project/Team:				
Rating Scale:	**[ ] Not Adherent**	**[ ] Partial Adherence**	**[ ] Fully Adherent**	**[ ] Outstanding Adherence**
	Not Adherent: Does not adhere to the communication channel policy.	Partial Adherence: Partially adheres to the communication channel policy.	Fully Adherent: Fully adheres to the communication channel policy.	Outstanding Adherence: Demonstrates exceptional adherence and actively contributes to policy improvement.

Communication Channel Policy Adherence:

1. Official MyWater Emails:				
a. Consistent Usage:	[ ] Not Adherent	[ ] Partial Adherence	[ ] Fully Adherent	[ ] Outstanding Adherence
b. Subject Line Clarity:	[ ] Not Adherent	[ ] Partial Adherence	[ ] Fully Adherent	[ ] Outstanding Adherence
c. Attachments and Links:	[ ] Not Adherent	[ ] Partial Adherence	[ ] Fully Adherent	[ ] Outstanding Adherence
2. Jira Usage:				
a. Task Creation and Updates:	[ ] Not Adherent	[ ] Partial Adherence	[ ] Fully Adherent	[ ] Outstanding Adherence
b. Collaboration Features:	[ ] Not Adherent	[ ] Partial Adherence	[ ] Fully Adherent	[ ] Outstanding Adherence
c. Notification Management:	[ ] Not Adherent	[ ] Partial Adherence	[ ] Fully Adherent	[ ] Outstanding Adherence
3. Email Etiquette:				
a. Subject Line Usage:	[ ] Not Adherent	[ ] Partial Adherence	[ ] Fully Adherent	[ ] Outstanding Adherence
b. Recipient Selection:	[ ] Not Adherent	[ ] Partial Adherence	[ ] Fully Adherent	[ ] Outstanding Adherence
c. File Sharing Practices:	[ ] Not Adherent	[ ] Partial Adherence	[ ] Fully Adherent	[ ] Outstanding Adherence
4. Meeting Participation:				
a. Attendance:	[ ] Not Adherent	[ ] Partial Adherence	[ ] Fully Adherent	[ ] Outstanding Adherence
b. Agenda Adherence:	[ ] Not Adherent	[ ] Partial Adherence	[ ] Fully Adherent	[ ] Outstanding Adherence
Overall Assessment:	[ ] Not Adherent	[ ] Partial Adherence	[ ] Fully Adherent	[ ] Outstanding Adherence

☐ _____ Needs Improvement: Identify specific areas for improvement.
☐ _____ Satisfactory: Meets the requirements of the communication channel policy.
☐ _____ Exemplary: Demonstrates exceptional adherence and positively impacts communication

Comments and Recommendations:

Manager's Signature: _____   HR's Signature: _____

This form can be used during periodic evaluations to assess stakeholders' adherence to the communication channel policy and identify areas for improvement. Adapt the criteria and add or remove sections based on mywater's specific needs.

Table 20-1 Communication Policy Rating Form

21 SCHEDULE POLICY FOR MY WATER PROJECTS:

21.1 Purpose:

This policy aims to standardize schedule management, optimizing project timelines and ensuring efficiency. The following percentage criteria are outlined to gauge adherence during the implementation phase.

21.2 Policy Guidelines:

1. **Project Schedule Standardization:**

   - All projects must adhere to standardized scheduling processes provided in mywater Schedule SOP document.

   - Percentage Criteria: 100% compliance with standardized processes.

2. **Percentage Criteria for Project Timelines:**

   - Projects must meet at least 90% of their initially established milestones and deadlines.

   - Percentage Criteria: Minimum 90% adherence to project timelines.

3. **Continuous Monitoring and Reporting:**

   - Regular monitoring to assess adherence to schedules.

   - Percentage Criteria: Periodic reports indicating 90% compliance with schedules.

4. **Resource Allocation and Availability:**

   - Ensure resources allocated align with project timelines.

   - Percentage Criteria: 100% alignment of resources with project timelines.

5. **Training and Skill Enhancement:**

   - PMO provides training programs on effective schedule

Figure 20-1Communication Policy Rating Form

     management.

   - Percentage Criteria: 80% project team participation in scheduled training.

6. **Periodic Review and Improvement:**
    - PMO conducts periodic reviews of the schedule management policy.
    - Percentage Criteria: Bi-annual review and improvement recommendations.

21.3 Implementation Criteria:
- Achieving 100% compliance with standardized processes.
- Minimum 90% adherence to project timelines.
- Periodic reports indicating 90% compliance with schedules.
- 100% alignment of resources with project timelines.
- 80% project team participation in scheduled training.
- 100% documentation of project schedules and deviations.
- Bi-annual review and improvement recommendations.
- Schedule Implementation form will be submitted by Project manager on monthly basis.
- Project Manager will make sure standardized processes are being followed

21.4 Responsibilities:
- PMO oversees implementation and enforces the policy.
- Project managers ensure compliance with scheduling guidelines.

This Schedule Management Policy with percentage criteria provides a quantitative framework for evaluating the success of the policy during the implementation phase.

21.5 STANDARDIZED SCHEDULING PROCESSES FOR MYWATER
Table 21-1 Standardized Scheduling Processes for Mywater

Standardized Scheduling Processes for My Water
Planning Template:
Description: Utilize the MyWater Survey Form as the standardized planning template for project scheduling.

Implementation: All project managers are required to use the MyWater Survey Form when creating project plans, outlining key milestones, deadlines, and task dependencies.
Communication Protocol:
Description: Implement Jira Project Board updates as the standardized communication protocol for project timelines.
Implementation: Regular updates on project timelines, milestones, and any schedule adjustments must be communicated through the Jira Project Board, ensuring transparency and real-time information for project teams and stakeholders.
Tools:
Description: Standardize the usage of BI Dashboard updates as a tool for monitoring and reporting on project schedules.
Implementation: Project managers are required to update and utilize the BI Dashboard to provide visual representations of project progress, highlighting key milestones, potential risks, and deviations from the original schedule.
Benefits of Standardized Scheduling Processes:
Consistency: Ensures a consistent approach to project scheduling across all MyWater projects.
Clarity: Facilitates clear communication through standardized tools and platforms.
Efficiency: Streamlines project management processes, reducing ambiguity and improving overall efficiency.
Visibility: Enhances visibility into project timelines and progress for both internal teams and stakeholders.
Data-Driven Decision Making: Utilizes BI Dashboard updates to enable data-driven decision-making based on real-time project information.
By focusing on these specific aspects—MyWater Survey Form as the planning template, Jira Project Board for communication, and BI Dashboard for monitoring—MyWater aims to establish a tailored set of standardized scheduling processes that align with the organization's needs and tools. This approach provides a clear framework for project managers to follow, promoting successful and consistent project delivery.

21.6 SCHEDULE POLICY IMPLEMENTATION FORM:

Figure 21-2 Schedule Policy Implementation Form

mywater	Schedule Policy Implementation Form

Project Name: _____   Date: _____

Project Manager: _____

Implementation Metrics:

	Project Schedule Standardization:
☐	Implemented standardized scheduling processes
	BI Dashboard Updation.
☐	Conducted training sessions for project managers.

	Percentage Criteria for Project Timelines:
☐	Established project milestones and deadlines.
	BI Progress charts updates
☐	Regularly monitored project progress

	Continuous Monitoring and Reporting:
☐	Developed monitoring system.
☐	Generated periodic reports (90% compliance).

	Resource Allocation and Availability:
☐	Aligned resource allocation with project timelines.
	Hi HCM Updates by Project Manager
☐	Reviewed and adjusted resource allocation as needed (100% alignment).

	Training and Skill Enhancement:
☐	Scheduled and conducted training programs.
	Training feedback Form
☐	Monitored and encouraged project team participation (80% participation).

	Periodic Review and Improvement:
☐	Conducted bi-by Monthlyreviews.
	Monthly Schedule Meeting with KLI Managers Team
☐	Recommended improvements based on feedback.

	Overall Implementation Status:
☐	Implemented
☐	Partially Implemented
☐	Not Implemented
	Comments/Notes:

22 TRAINING POLICY FOR MYWATER:

22.1 Purpose*:*

This policy establishes a systematic approach to learning and skill development within MyWater. The training program covers soft skills, project management tools, and the integration of new tools like Power BI. The responsibility for organizing and conducting these training sessions is assigned to designated entities within the organization.

22.2 Principles:

1. **Comprehensive Training Catalog:**

   The Human Resources (HR) Department will curate and maintain a comprehensive training catalog encompassing soft skills, project management methodologies, and the usage of new tools like Power BI.

2. **Targeted Training Programs:**

   HR, in collaboration with departmental managers, will design and implement training programs tailored to address specific needs identified through skill assessments, performance reviews generated by HCM portal, and project requirements.

3. **Soft Skills Development:**

   HR will coordinate soft skills trainings across KLI focusing on areas such as communication, teamwork, leadership, and adaptability to enhance interpersonal effectiveness.

4. **Project Management Tools:**

   The Project Management Office (PMO) will be responsible for organizing training sessions to ensure proficiency in commonly used project management tools, such as Gantt charts, collaboration platforms, and task management tools.

5. **Introduction to Power BI:**

   HR, in collaboration with IT and relevant departments, will organize specialized training programs for the introduction and effective usage of Power BI for data visualization and analysis.

22.3 Implementation:

1. **Training Needs Assessment:**

   HR, in collaboration with departmental managers, will conduct regular assessments via monitoring failure over BI dashboards to identify skill gaps and determine the training needs of individuals and teams. Training request form will be submitted.

2. **External Training Resources:**

   HR will explore external training resources, including workshops, webinars, and industry certifications, to supplement internal training initiatives.

3. **Continuous Monitoring and Feedback:**

   HR will continuously monitor progress over goals over myHCM and collect feedback from training programs to adapt and improve the training curriculum via routing G-docx within Organization.

4. **Documentation and Certification:**

   HR will document the completion of training programs, certifications over myHCM Portal, and newly acquired skills in individual employee records for future reference and career development.

- **Evaluation of New Tools:**

  HR, in collaboration with IT, will regularly assess the effectiveness of new tools introduced, such as Power BI, and provide ongoing support for optimal utilization.

22.4 Training Evaluation Feedback Form:

Table 22-1 Training Evaluation Form

mywater	**Training Evaluation Feedback Form**				
Employer Name		**Designation**			
Training Name		**Date**		**Duration**	
			RATING		
Evaluation	**Poor**	**Below Average**	**Average**	**Above Average**	**Excellent**
	This indicates the lowest level of satisfaction or performance.	Signifying that there is room for improvement but not meeting expectations.	Suggesting a satisfactory performance, meeting the baseline expectations.	Indicating a good performance that exceeds the basic requirements.	The highest rating, reserved for outstanding performance or satisfaction.
	1	**2**	**3**	**4**	**5**
Relevance of Content					
Clearity of Presentation					
Usefulness of Material					
Knowledge of the					
Engagement With					
Effectiveness of Training					
Overall Satisfaction With Training					
Comments & Suggestions					
Signature			**Day & Date**		

22.5 TRAINING REQUEST FORM:

mywater	Document No	MW-HR-TRA-001.1
Training Request Form	**Date**	

Training Topic				
Date:		**Start Time:**	**End Time**	
Location:				
Trainer:				

Employees In Attendance	
Employee Name / Designation / Department	**Employee**
Not Present	
Meeting Topic(s):	
Suggestions/Recommendations	
Trainer Signature:	

Table 22-2 Training Request Form

23 IMPLEMENTATION

23.1 Project Charter

• 1. General Project Information	
Project Name:	**MYWATER solution for MovenPick Pakistan**
Project Start Date:	**Jan 01, 2024**
Project Finish Date:	**Jan 30, 2024**
Executive Sponsors:	**Chief Executive Officer**
Budget For Project	**1.5 million (PKR)**

• 2. Project Team

- **Project Manager**
- **Team Lead**
- **Ops Coordinator**
- **Assistant Manager Supply chain**

• 3. Project Scope

- Installation of mywater Units at Moven Pick KLI, 50 Units MS02, 10 NEO-01, 5 Solace

• 4. Project Manager

Abdul Rahim Zia
Abdul.rahim@mywater.pk
+92-310-2379056

Objectives:

- Deep water analysis at Moven Pick Karachi
- Organize all site water sample tests from SGS, PCSIR, PCRWR, against WHO Standards
- Site feasibility at Moven Pick KHI, Water Bore Enablement
- All Plumbing and Site building for mywater Units.
- After installation, take comprehensive water testing and troubleshooting of mywater units.
- After successful deployment of units, enable dashboard services and dashboard.

Roles & Responsibilities:

- Project Manager: Overall project leadership, coordination, and reporting.
- Assistant Manager Supply chain: Sourcing, evaluating, and procuring all required equipment from Karachi head Office.
- Ops Coordinator: Planning, coordinating, and overseeing the installation of mywater Units.
- Team Lead: Report daily task updates to Jira and Bi dashboard, Push team if any task is behind its time

Potential Risks:

The project entails several associated risks, listed below:

1: Supplier or delivery issues affecting project timelines.

2: Technical challenges during installation and commissioning.

3: Changes in project scope or requirements.

Approach:

- Conduct a thorough assessment to understand the specific requirements of Moven Pick Karachi, informing the necessary procurement process for plumbing work.
- Develop detailed plans for installation and commissioning, ensuring close collaboration with team with help of project management tools and processes.
- Monitoring a continuous communication channel adherence ratio from to keep red eye on all activities and their timely execution
- Develop customized training programs for moven pick staff, ensuring effective knowledge transfer and use of live CRM dashboards to monitor equipment into daily operations. (Area leads will provide one session to all moven shit managers, after completion of Project)

Success Criteria:

- Successful delivery, installation, and commissioning of mywater units within the agreed-upon project timeline.
- Identification and resolution of any issues during commissioning, ensuring seamless and error-free operation of mywater units.
- Adherence to local and international regulatory standards, obtaining necessary certifications and approvals for all installed water filtration setups
- Successful knowledge transfer to move pick staff, enabling proficient use and maintenance of mywater equipment in their daily operations.

Work Site: Moven Pick Hotel & Resort Karachi

Assumptions:

- Schedule policy implementation forms are already fills and submitted before the execution of project.
- All team is already deployed with all communication channels including official emails and Jira projects are created and assigned to leads for daily update.
- Skilled personnel required for installation and commissioning are assumed to be available within the specified timeframes, preventing delays in project execution.
- Stakeholders, including Hotel administration and relevant authorities, are assumed to provide timely cooperation and support throughout the project lifecycle.

CONSTRAINTS:

- Schedule policy form is not submitted or Bi dashboards are not created.
- Communication channels are not provided or rating forms are not submitted fortnightly.
- Limited availability of skilled personnel for installation and commissioning may pose challenges, potentially leading to delays in project execution.

Approved By:	**Approved By:**
On behalf of Project Sponsor	Project Manager
_____	_____
Zubair Qadri	Abdul Rahim Zia
DGM – P&O	Project Manager
Mywater Pvt LTD	Mywater Pvt LTD
Tel: 03102379056	Tel: 03102379057
Date: 2-01-2024	**Date: 2-01-2024**

24 ANNEX

24.1 Organizational Review: G-Docs Questionnaire:

Table 24-1 G-Doc Questionnaire

<table>
<tr><td colspan="4" align="center">ORGANIZATIONAL REVIEW</td></tr>
<tr><td colspan="4">mywater   MYWATER PRIVATE LIMITED</td></tr>
<tr><td colspan="2">Name:</td><td colspan="2">Department:</td></tr>
<tr><td colspan="2">Designation :</td><td colspan="2">Working Experience:</td></tr>
<tr><td rowspan="2" align="center">Questions</td><td colspan="3" align="center">Answers</td></tr>
<tr><td align="center">Agree</td><td align="center">Disagree</td><td align="center">Neutral</td></tr>
<tr><td>1. The project goals and tasks are clearly defined (Scope).</td><td align="center">☐</td><td align="center">☐</td><td align="center">☐</td></tr>
<tr><td>2. Project timelines and milestones are being met according to the schedule (Schedule).</td><td align="center">☐</td><td align="center">☐</td><td align="center">☐</td></tr>
<tr><td>3. The project is staying within the allocated budget (Cost).</td><td align="center">☐</td><td align="center">☐</td><td align="center">☐</td></tr>
<tr><td>4. The team receives adequate training to perform their roles effectively (Employee Training).</td><td align="center">☐</td><td align="center">☐</td><td align="center">☐</td></tr>
<tr><td>5. Project timelines and milestones are communicated clearly to the entire team (Schedule).</td><td align="center">☐</td><td align="center">☐</td><td align="center">☐</td></tr>
<tr><td>6. Project goals and tasks are well-communicated to all team members (Scope).</td><td align="center">☐</td><td align="center">☐</td><td align="center">☐</td></tr>
<tr><td>7. Communication channels within the project team are effective in reducing ambiguities (Communication Channels).</td><td align="center">☐</td><td align="center">☐</td><td align="center">☐</td></tr>
<tr><td>8. Team members feel adequately supported with the resources provided within the budget (Cost).</td><td align="center">☐</td><td align="center">☐</td><td align="center">☐</td></tr>
<tr><td>9. The team feels well-prepared and trained for the tasks at hand (Employee Training).</td><td align="center">☐</td><td align="center">☐</td><td align="center">☐</td></tr>
<tr><td>10. Communication channels facilitate open and clear communication among team members (Communication Channels).</td><td align="center">☐</td><td align="center">☐</td><td align="center">☐</td></tr>
<tr><td></td><td></td><td></td><td></td></tr>
<tr><td align="right">No of Participents:</td><td></td><td></td><td></td></tr>
<tr><td align="right">Total Percentage:</td><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td><td></td></tr>
<tr><td colspan="4"><u>Final Remarks:</u></td></tr>
<tr><td colspan="2">_____
HR - Peoples Operations</td><td colspan="2" align="right">_____
CEO - Shahrukh Nadeem</td></tr>
</table>

24.2 MINUTES OF MEETING:

Table 24-2 Minuts of Meeting

Minutes of the Meeting
Meeting Date: 11-12-2023   Time: 11am - 1pm
Location: Joim Via Google Meets link (Already Shared Via Email
Attendees:
1. CEO - Shahrukh 2. GM - Fahad badar 3. DGM - Zubari Qadri 4. SCH - Mehreen 5. KLI Managaers 6. HR
Agenda:
1. Review of Gap Analysis Results
2. Identification of Schedule, Training, and Communication Gaps
3. Discussion on Solutions and Action Items
Meeting Notes:
1. Scope (Project Goals and Tasks): The participants discussed the clarity of project goals and tasks, identifying potential gaps and challenges in this area.
2. Schedule: The meeting involved a discussion on project timelines and milestones, with a focus on identifying gaps in the current schedule.
3. Cost: Participants reviewed the adherence to the project budget and noted gaps related to budget management.
4. Employee Training: The team discussed the existing training programs for team members and identified gaps in employee training.
5. Communication Channels: There was a review of communication methods within the team, with discussions on identified communication gaps.
Discussion on Solutions and Action Items: The team proposed solutions for each identified gap and assigned action items to responsible individuals. Timelines for implementation were also discussed.
Next Steps: The meeting outlined the next steps and follow-up actions, including a schedule for future meetings or updates.
Closing Remarks: Participants shared any additional remarks or comments.
Approval: It was agreed that these minutes would be reviewed and approved by the CEO. The CEO's approval can be indicated by responding to this document or providing a signature.
_____   _____
Signature   **Signature**
CEO - Shahrukh   **HR - Rabia**

25 ANNEX B
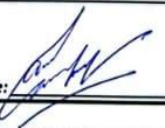
25.1 Signed Minutes of meeting

Table 25.1 Annex B

---

mywater **MYWATER Private Limited**

Minutes of the Meeting

Meeting Date: 11-12-2023 **Time: 11am - 1pm**
Location: Joim Via Google Meets link (Already Shared Via Email

Attendees:
1. CEO - Shahrukh 2. GM - Fahad badar 3. DGM - Zubari Qadri 4. SCH - Mehreen
5. KLI Managaers 6. HR

Agenda:
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Signature **Signature**

CEO - Shahrukh **HR - Rabia**

25.2 Signed Communication Policy Rating Form
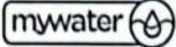
Table 0-1 Annex B - Signed Rating Form

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mywater | **Communication Policy Adherence Rating Form**

Department:			DATE:	21 - Jan - 2024

Employee Information:				
Name:	Hassan			
Position/Role:	Team Lead			
Email Address:				
Project/Team:	Mowen Vick			

Rating Scale:	[ ] Not Adherent	[ ] Partial Adherence	[ ] Fully Adherent	[ ] Outstanding Adherence
	Not Adherent: Does not adhere to the communication channel policy.	Partial Adherence: Partially adheres to the communication channel policy.	Fully Adherent: Fully adheres to the communication channel policy.	Outstanding Adherence: Demonstrates exceptional adherence and actively contributes to policy improvement.

Communication Channel Policy Adherence:

1. Official MyWater Emails:				
a. Consistent Usage:	[ ] Not Adherent	[ ] Partial Adherence	[ ] Fully Adherent	[✓] Outstanding Adherence
b. Subject Line Clarity:	[ ] Not Adherent	[ ] Partial Adherence	[✓] Fully Adherent	[ ] Outstanding Adherence
c. Attachments and Links:	[ ] Not Adherent	[ ] Partial Adherence	[ ] Fully Adherent	[✓] Outstanding Adherence

2. Jira Usage:				
a. Task Creation and Updates:	[ ] Not Adherent	[ ] Partial Adherence	[✓] Fully Adherent	[ ] Outstanding Adherence
b. Collaboration Features:	[ ] Not Adherent	[ ] Partial Adherence	[ ] Fully Adherent	[✓] Outstanding Adherence
c. Notification Management:	[ ] Not Adherent	[ ] Partial Adherence	[✓] Fully Adherent	[ ] Outstanding Adherence

3. Email Etiquette:				
a. Subject Line Usage:	[ ] Not Adherent	[ ] Partial Adherence	[✓] Fully Adherent	[ ] Outstanding Adherence
b. Recipient Selection:	[ ] Not Adherent	[✓] Partial Adherence	[ ] Fully Adherent	[ ] Outstanding Adherence
c. File Sharing Practices:	[ ] Not Adherent	[ ] Partial Adherence	[ ] Fully Adherent	[✓] Outstanding Adherence

4. Meeting Participation:				
a. Attendance:	[ ] Not Adherent	[ ] Partial Adherence	[✓] Fully Adherent	[ ] Outstanding Adherence
b. Agenda Adherence:	[ ] Not Adherent	[ ] Partial Adherence	[ ] Fully Adherent	[✓] Outstanding Adherence
Overall Assessment:	[ ] Not Adherent	[ ] Partial Adherence	[✓] Fully Adherent	[ ] Outstanding Adherence

☐	Needs Improvement: Identify specific areas for improvement.
☑	Satisfactory: Meets the requirements of the communication channel policy.
☐	Exemplary: Demonstrates exceptional adherence and positively impacts communication

Comments and Recommendations:

Rating is satisfactory -

Manager's Signature: _____   **HR's Signature:** _____

This form can be used during periodic evaluations to assess stakeholders' adherence to the communication channel policy and identify areas for improvement. Adapt the criteria and add or remove sections based on mywater's specific needs.

25.3 Signed Training Request Form

Table 0-1 Signed Training Request Form

25.4 Signed Moven Pick Schedule Policy Form:

Table 0-2 Signed Moven Pick Schedule Policy Form