

EXECUTIVE SUMMARY

This management field project studied and evaluated the high project rework effort among the platinum clients of Sunshine Software Company, which is one of the leading HRM solution providers in the world. The report has presented the background of the company and the selected problem along with the specific project. The scope of the project was established for the clarity of the reader. How significant it is to resolve the problem was highlighted through evidence. The project's methodology, which had utilised qualitative and quantitative mechanisms, was then explained in detail. There were a particular set of limitations that the author had to face while working on the project. They were explained under the limitations sections of the project. The chapter framework was defined by laying out the areas explained under each chapter of the project report.

The company profile was discussed in detail and critically analysed using SWOT as a tool. The specific strengths, weaknesses, opportunities, and threats were identified and accessed to determine where the company stands. Due to the significance, the high project rework effort among the platinum clients was selected as the focus area of this particular project. The selected problem was explained and justified with quantitative and qualitative data. These data were critically analysed in order to draw an accurate picture of the problem. Then the problem analysis was performed using the Ishikawa diagram as the tool. Root causes of the problem were identified as per the brainstorming sessions, interviews, and other company sources.

An in-depth analysis of the theoretical background of the selected problem was carried out. How the scholars discussed the project rework effort and what solutions they have proposed to overcome the particular problem were studied. In addition, all the relevant areas to the problem identified through the Ishikawa diagram were also selected as focus areas for the literature review. As per the findings, a study framework was developed with 'project requirements,' 'stakeholder involvement' and 'effort estimation' chosen as the components for the problem 'project rework effort.' The techniques that can be utilised to solve the problem were identified through the literature presented in detail.

The project's main objective was to decrease the project rework effort among the platinum clients from 51% to 20% within a one-year period. Sub objectives for each of the identified components were also identified. Which of the earlier specified techniques to be used in

order to achieve the objectives were explained. The current situation of each of the project components was discussed in detail with the help of qualitative and quantitative data. Solutions were developed for each component and presented with adequate annexures, ensuring that the proposed solutions are implementable. Required resources for each of the proposed solution was clearly defined. The required staff members were illustrated within the organisational chart and defined the formation of the project team. The estimated budget for the implementation of the solutions was presented with the relevant cost justifications and evidence. Monetary value of the expected benefits of the project was stated along with the calculations. The benefit-cost analysis was performed to prove what could be gained by the execution of the proposed project. Expected project outputs and outcomes were also defined concerning the project components and objectives.

The project components were critically analysed with the identified literature sources. As the solutions were proposed for each project component, it is crucial to establish the theoretical base that they were built on. It further proves the authenticity and the practicality of the solutions. After that, recommendations were made that need to be referred to when implementing the proposed solutions. They explained the expected timeframes, best practices, critical success factors, things to avoid, and many more. These recommendations are vital for the project's success and advised to be referred to when implementing the proposed solutions.