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Project Closure Process

Version 1.7.1

01-Aug-11

**#27, NGEF Lane, Off 100 Feet Road,
Indiranagar 1st Stage,
Bangalore-560 038
Ph: +91 80 4126 7681
e-mail: asmitta@oaksys.net
<http://www.oaksys.net>**

Owner: MR

Approvals

Name: Pradeep P. Oak

Designation: Director

Signature:

Approved On: 01-Aug-11

Distribution List: Director, MR, Library

Abstract:

This document describes procedure to be followed at the closure of any project in the organization

CHANGE HISTORY

Version	Release Date	Authors	Review team	Description
1.0a		Swati	Pradeep Asmita, N.Pai, Bala	Draft
1.0	15- Jul -03	Swati	Pradeep, Pai Bala, Swati, Asmita, Santosh, Ben, Manik	Sec. 1.4, 1.5, 3.0, changes in process description,
1.1	6-Sept-03	Pradeep (for template change)/As mita(for process change)	Pai- Process,Asmita- template	Sec 9.0 appendix Post Project Report changed for internal audits, project goals, cust. Feedback wrt CR29
1.2	8-Sept-03	Narendranat h.Pai	Asmita	Section 5.2 is modified to address the necessity of actions to be mentioned for each Customer feedback item as specified in the Post project report. This is wrt Change request CR 72
1.3	3-Jan-04	Pradeep	Asmita	As per CR98 template of customer feedback form is modified.
1.4	13-Apr-05	Prashant S.O	Shashidhar Joshi	Address, email-ID and Phone number was changed as per CR 151 in the first page of the process. Similarly fax number was changed in OAK-PC-FR-CFF (ver 2.1)
1.5	15-Jun-06	Asmita		As per CR 268, 269 PC process is elaborated for Sourcing projects(Sec. 5.2, 5.3, 5.4) As per CR 262 changed phone number is

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				updated.
1.6	23-Jul-07	Asmita	Pradeep	As per CR 277 post project report modified, CR 336-time span for project closure process is mentioned in Sec. 5.0
1.7	10-Aug-09	Asmita	Pai	CR 386: ISO 9001:2008 implemented CR 388: address changed
1.7.1	01-Aug-11	Vinoth	Pai	CR 406 :Address Change

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1.0 PROJECT CLOSURE PROCESS

1.1 Purpose

This document defines the process to be followed for Project Closure of any project, done in the organization.

1.2 Scope

The document describes the project closure activities like archival, resource de-allocation, customer feedback collection, conducting retrospective meeting. This process is applicable for all projects done by Oaksys.

1.3 Target Audience

All members involved in Projects, HO&D, BD group, Quality group.

1.4 Glossary

BD-Business Development.

HBD—Head Business Development

HO&D-Head Operation and Delivery

ISO-International Organization for Standardization

Org-SQA-Organization Software Quality Assurance

Org-SCM-Organization Software Configuration Management

PL-Project Leader

SCM-Software Configuration Management

SQA-Software Quality Assurance

1.5 References

- Quality Management System Requirements ISO 9001:2008 Clause: 7.5.5, 7.5.4
- International Standards ISO 90003
- Documentation and Data control process – OAK-DDC-PR

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2.0 ENTRY CRITERIA

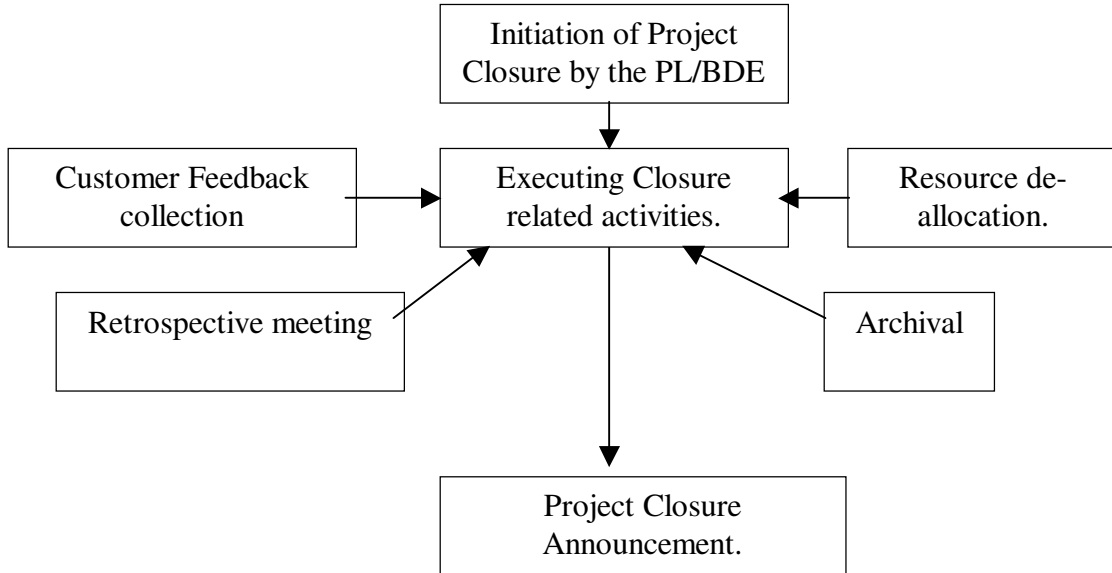
- Project Closure Initiation by PL

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3.0 RESPONSIBILITY

- Project leader to ensure initiation of project closure and de-allocation of resources
- Project SCM takes care of archival
- Business development group to collect feed back from customer

4.0 PROCESS FLOW DIAGRAM



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5.0 PROCESS DESCRIPTION

The project will be announced as closed by Project leader after having discussion with HO&D. Typically the successful customer acceptance of project forms the basis for the project closure. The project can be closed by customer or by the organization when they decide to do so for various reasons. Such closures could be temporary or permanent. In case the organization decides to close the project, the customer will be intimated with reasons. In all the cases the closure shall be intimated to the affecting persons.

The PL shall try to complete project closure process within one month from the project closure date. If it cannot be done within one month, approval from Quality group is necessary for extension of the project closure process completion.

5.1 Customer Acceptance & Feedback

On the successful closure of the project, The Customer Feedback shall be collected by BD or PL and recorded in customer feed back form, PL shall discuss the feedback with the Quality Leader and the observations will be recorded in the **Post Project Report OAK-PC-FR-PPT**.

BD shall plan to collect the customer feed back within 2 weeks after project closure initiation. If in some cases, if feedback is not received within this period, PL has to take a decision to close the project with all the closures activities completed. The documents related to customer acceptance for the project are to be preserved as records

5.2 Post-Project Analysis (Retrospective Meeting)

On the closure of the project, PL/BDE shall conduct the retrospective meeting with his team members to discuss the Strengths of the project (What went well and how), Weaknesses of the project (What went wrong and why), Lessons learnt, Enhancements suggested for organisation processes, Preventive actions recommended etc. Preventive Actions must be identified for future use. This has to be captured in the **Post Project Report OAK-PC-FR-PPT** by the Project Leader and submitted to Org-SQA. For Sourcing projects team members presence in project retrospective meeting is not mandatory.

Each customer feedback points received from the Customer to be recorded in the Post project report. Actions for each Customer feedback item to be mentioned in the Post project report in the appropriate section provided for the purpose.

All the mandatory and other metrics identified in the project plan are to be consolidated at the end of project, at project level and are to be recorded by project SQA

5.3 Archival

For Turnkey projects PL along with the Project SCM shall identify all the identified and finally decided data of the project to be archived. The list of archive items, their type and required retention period will be entered in the archival form. The project items shall be archived and

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checked for restoration. Then the PL shall ensure that the archived items shall be removed from all the work places. This archived data with archival will be submitted to Org SCM.

For Sourcing projects the BDE along with HBD shall archive the project data. This archived data will be kept with HBD, which can be used for future reference if required.

Note: Any work products such as source code, if that are customer property, they cannot be taken as archival items if customer specifies not to do so.

5.4 Resource De-allocation

For Turnkey projects the PL shall do the resource de-allocation on project closure using the resource **de-allocation form OAK-PC-FR-RDF** and submitting the same to HO&D for necessary action. Deallocation can be done while executing the project depending upon project's resource requirements.

For sourcing projects BDE is responsible for resource deallocation.

For both type of projects the deallocation is informed to H O&D for updating availability list.

5.5 Project Closure Announcement

PL shall announce the closure of the project with the consent of HO&D and intimate to all the members affected, by mail/by person.

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6.0 DELIVERABLE AND QUALITY RECORD

- Post Project Report- OAK-PC-FR-PPT
- Customer feed Back- OAK-PC-FR-CFF
- Archival Form- OAK-PC-FR-AF
- Resource De allocation-OAK-PC-FR-RDF

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7.0 VERIFICATION

- Submission of all project closure related forms to Org SCM.
- Submission of project metrics to Org-SQA

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8.0 EXIT CRITERIA

- Announcement of Project closure after completing all closure related activities

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9.0 APPENDIX

9.1 Archival Form - OAK-PC-FR-AF

9.2 Customer feedback - OAK-PC-FR-CFF

9.3 Resource deallocation – OAK-PC-FR-RDF

9.4 Post Project report – OAK-PC-FR-PPT