**WEEK 1 Part 1 Project:**

**THE TOPIC**

Human resource information system implementation system at BQ & Price Mart Inc.

BQ & Price Mart Inc. is a multinational retail based in the United States. The company has been in operation for the last three decades. It has over 250,000 employees and 3,000 stores. The retail industry is one of largest industries in the world and is valued at $29 trillion. BQ & Price Mart Inc. has recently been experiencing human resource challenges such as delay in payment, exaggeration of employees’ total worked hours, increased the cost of labor, wrong employees training and development needs determination and high rate of absenteeism among other issues. The company seeks to implement a long lasting solution to these challenges through the implementation of a human resource information system.

Human resource information system is an information system that is designed to perform multiple functions that promote organizational efficiency. Some of this function include human resource management through holding and processing of employees information, their trends from when they joined the company such as whether they have added education and their performance progress. In addition, human resource information system is critical in monitoring employees’ compensation, worked hours and overtime, and attendance frequency. Furthermore, human resource information system helps the management and especially the human resource department in determining the right employee training needs by identifying gaps in employees skills and developing the right projects to address these needs and help improve their performance.

The human resource information system implementation project will be executed by a number of stakeholders who will include the project sponsor, project manager, and project team member. Since it is an information system project, one of the project team members will be an information system expert contracted externally and BQ & Price Mart Inc.’s Information Technology and design analyst. BQ & Price Mart Inc.’s management anticipates that the project will be implemented in a period of 6 months.

The company Vice President will be the project’s sponsor. She will be accountable for the project performance, fund the project and guide the project manager all through project implementation (West, 2017). The project manager will, on the other hand, be responsible for ensuring the project is implemented based on the project plan, project schedule, and with the project budget (Kerzner, 2013). In addition, the project manager will be responsible for ensuring there is an effective risk management plan and that there is an effective schedule of monitoring the project. Upon completion, the project manager with do project closing and hand it over to the project sponsor.

The human resource information system implementation project will be critical in meeting the course objectives. This is because the project will involve nearly all aspects included in the course objective. This includes understanding the role of a project manager and other different project stakeholders. In addition, the project will help in understanding project planning, project implementation, and project control all of which are objectives of this course. Furthermore, through the project sponsor and project manager, this project will help in understanding the role of project leadership, operations management, and the role of human resources management in project management.

The anticipated scope of the human resource information system project will be automating all BQ & Price Mart Inc.’s regional offices and integrating them with the headquarter offices. In addition, all the stores in the US will be the first to be fitted with devices such as biometrics for capturing and relaying information to both regional and headquarter offices. BQ & Price Mart Inc.’s anticipates that the human resource information system implementation project will solve the human resource challenges it has been experiencing. BQ & Price Mart Inc.’s also anticipates that the project will be implemented within the set time, and within the project budget

**References**

Kerzner, H. (2013). Project Management: A Systems Approach to Planning Scheduling and Controlling(11th ed.). Hoboken, NJ: John Wiley & Sons ISBN – 13: 9781118022276

West, D. (2017). Project Sponsorship: An Essential Guide for Those Sponsoring Projects Within Their Organizations. Routledge.

**Week 2 Part 2 Project:**

**Background**

BQ & Price Mart Inc. operates in the retail industry, an industry that is considered as one of largest industries in the world with a valuation of up to $29 trillion. This is industry is highly competitive and have many players who must ensure they develop their competitive advantage in order to remain competitive and be profitable. BQ & Price Mart Inc. is a retail multinational company based in the United States. The company has been in operation for the last three decades. It has over 250,000 employees and 3,000 stores. The company competes against industry giants such as Walmart, the Target Inc., and the Home depot, Amazon, and Alibaba among others.

A human resource information system commonly referred to as the HRIS, is a software that offers an organization with a centralized management of employee master data that the human resource management needs for completing core human resource processes (Shukla, Verma, Narayanan, & Potenziani, 2014). As such, the HRIS is an information system that is designed to perform multiple functions that promote organizational efficiency through improving human resource management. Some of this function include human resource management through holding and processing of employees information, their trends from when they joined the company such as whether they have added education and their performance progress.

In addition, HRIS has been identified as a critical tool in monitoring employees’ compensation, worked hours and overtime, and attendance frequency (Nagendra, & Deshpande, 2014). Furthermore, human resource information system helps the management and especially the human resource department in determining the right employee training needs by identifying gaps in employee’s skills and developing the right projects to address these needs and help improve their performance.

**Problem Statement**

BQ & Price Mart Inc. has recently been experiencing human resource challenges such as delay in payment, exaggeration of employees’ total worked hours, increased the cost of labor, wrong employees training and development needs determination and high rate of absenteeism among other issues. This issues have threatened to keep BQ & Price Mart Inc. out of competition due to the gradual growth in company operational costs, poor customer service quality, delay in service provision, and increasing employee turnover rate. The company has been losing customer to competitors and recording sales decline. In order to remain competitive, the management at BQ & Price Mart Inc. must adopt measures to resolve these issues. The company seeks to implement a long lasting solution to these challenges through the implementation of a human resource information system.

**Goals and objectives**

The BQ & Price Mart Inc. seeks to achieve the following objectives through the implementation of the HRIS implementation project:

* Complete project implementation with the specified period of 6 months.
* Successfully complete project implementation at the budget cost of $150,000.
* Have effective and operational HRIS at the end of the 6 months.
* Minimize organization operational cost by 10% in the next one year.
* Reduce employee’s turnover rate by 25% in the next two years
* Increase customer satisfaction and sales revenue by 12% in the next 18 months.

**Stakeholders and project requirements**

The HRIS project will be implemented by a number of key stakeholders that will include project sponsor, project manager and project team as described in the table below.

|  |  |  |
| --- | --- | --- |
| **Stakeholder** | **Roles and Responsibilities** | **Needs/Wants** |
| Project manager | Responsible for setting up, planning, organizing, coordinating, management and deliver of the project | Resources, management support, project management knowledge skills and experience. |
| Project Sponsor | Will champions the project, influence top management endorsement, and seek and provide the investment resources. | Project Idea, finances, project manager, leadership skills. |
| Project Team | Responsible of supplying the project with the knowledge and skills necessary to perform the task of implementing and controlling the project | Project manager support, information, technical skills and task assignment. |
| Supplier | Responsible of delivering the right materials, software and hardware for installment of HRIS. | Hardware and software requirements, agreement terms |
| End user | Will be critical in defining HRIS requirements. | Pilot study, quality system |
| Functional managers (Finance, quality, procurement) | Responsible of providing company policies and industry specific knowledge and experience in project implementation. Will critical in helping project manager on how to best plan for organization resources, and establish best terms to contract supplies among other functions. | Different management skills and effective leadership as well as project manager support. |

**Project Requirement**

|  |  |  |
| --- | --- | --- |
| **Inputs** | **Tools and Techniques** | **Output** |
| Scope management plan | Prototypes | Requirement documentation |
| Stakeholder management plan | Team decision making approach | Testing results |
| Project manager | Document analysis |  |
| Stakeholder register | Benchmarking |  |

**Project scope development**

This project seeks to implement a HRM called Human Resource Information System. The project will cover the entire BQ & Price Mart stores. Some of the essential components of the project will include HRIS installation, HRIS training, and system security locks. The project team will implementing a PeopleSoft HRIS version 7.5. In addition, the HRIS will be integrated with finance, sales and marketing, production and all other organizational departments. In addition, the project should be complete at the end of six months at the cost of $150,000

References

Nagendra, A., & Deshpande, M. (2014). Human Resource Information Systems (HRIS) in HR planning and development in mid to large sized organizations. *Procedia-Social and Behavioral Sciences*, *133*, 61-67.

Shukla, M., Verma, S., Narayanan, M., & Potenziani, D. (2014). Human Resources Information Systems (HRIS): A Review across States of India. *IntraHealth International*

**Project Part 3 Week 3**

**Communication, Risk, and Human Resources**

**Communication plan**

From the requirements determination section, a new stakeholder would be government. Most project managers often work under heavily regulated settings, including banking or military industries. Here, project managers would have to deal with the government departments as well as regulators. In terms of messages to be communicated to the government include the quality of work being done, cost overruns, employee safety, employee remuneration, as well as schedule slippages (Shukla et al., 2014). The timing and frequency of communication should be regular and within the stipulated timeframes. Moreover, the person responsible for communication includes the project management and government officials. Medium of communication between the project management and government may take many forms, including through emails, letters, text, teleconferencing, press, telephone, publications, or advertising.

**Risk Assessment**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Probability**  (Chances of happening) | **Impact** (Rank) | | | |  |  |
|  | Very Low | Low | Medium | High | Very High |
| Very High |  | Underdeveloped specifications | Poor project planning | No feasibility study | Unclear goals |
| High |  | Lack of management support | Inexperienced team | Poor role definition | Poor problem defination |
| Medium |  |  | Unskilled labor | Unclear work statement | Poor problem definition |
| Low |  | Member strikes |  | Regulatory requirements | Lack of subject matter experts |
| Very Low | Weather |  |  |  |  |

|  |  |  |
| --- | --- | --- |
| Project Position | Responsibility | Mitigation strategies |
| Project Manager | Develop specifications, perform project planning, find field subject experts, train members, set clear goals, offer management support, and set clear goals. | Ensure that the project problem is clearly set, make sure that the required training is given to members, and always ensure employee support. |
| Project Sponsor | Undertake project feasibility study, provide financial resources and support, and monitor project progress. | Ensuring financial and technical support is always provided to the project management. |
| Project members | Follow instructions, meet project goals, collaborate with other members and management, and meet deadlines |  |

**Organization and Human Resources Plan**

| Position and function | **Responsibilities** | **Qualifications** |
| --- | --- | --- |
| Project Board  Decision‑making and project funding | Providing directions and counsels to project teams  Setting expectations and objectives  Overseeing the project scope as well as funding  Reviewing and approving milestone deliverables  Allocating project resources  Terminating projects | College or university diploma and more than 2 years working as a board member |
| Project sponsor  Chairing the Project Board  Championing the initiative and is accountable of project | Defining and managing content of project scope  Ensuring sustained buy‑in of the project at different levels  Ensuring project manager as well as the teams are kept abreast of company strategies  Interpreting relevant business policies or guidelines  Identification of project stakeholders as well as the vested interests  Removing barriers to ensuring team progress as well as problem‑solving  Maintaining current knowledge of the project for the success of the project  Representing the project to the different committees  Receiving and approving deliverables and ensuring sustained adherence to deadlines  Providing regular feedbacks to teams on their performance and expectations |  |
| Program Manager  -is accountable for the overall success of the project | Delegating the management of the project  Auditing the project in efforts to ensure that its guidelines are followed  Identifies different stakeholders as well as vested interests  Integrates the project plans into the overall objectives of the project  Managing the program planning, updating and changing it as needs occur  Solving problems | College or university diploma |
| Project Manager  -Accountable for the overall success of the project | Assisting the project sponsors and program managers in identifying vested interests  Defining the project resource requirements  Management of the project team  Creation of detail project plans  Management of the daily project activities  Monitoring and tracking of the project progress | College or university diploma |

**Summary of Key Information Learnt**

I have learnt that even the most carefully planned projects can sometimes run into troubles. Therefore, no matter how well a project is planned, there is always need to put into place a project contingency and risk management plan (Nagendra & Deshpande, 2014). In addition, for a project to become successful there is need to ensure that the team members are well equipped in terms of training and experience. There is also need to ensure that the necessary resources are provided to guarantee success.

**References**

Nagendra, A., & Deshpande, M. (2014). Human Resource Information Systems (HRIS) in HR planning and development in mid to large sized organizations. *Procedia-Social and Behavioral Sciences*, *133*, 61-67.

Shukla, M., Verma, S., Narayanan, M., & Potenziani, D. (2014). Human Resources Information Systems (HRIS): A Review across States of India. *IntraHealth International,*