



The Project Management Process and Why It's Important

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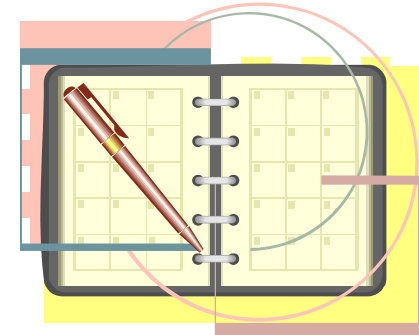
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Agenda

- Terminology and Definitions
- The Process
- Tools and Techniques
- The Value of Project Management
- The Art and Science of Project Management



Definitions by the Book (PMBOK)

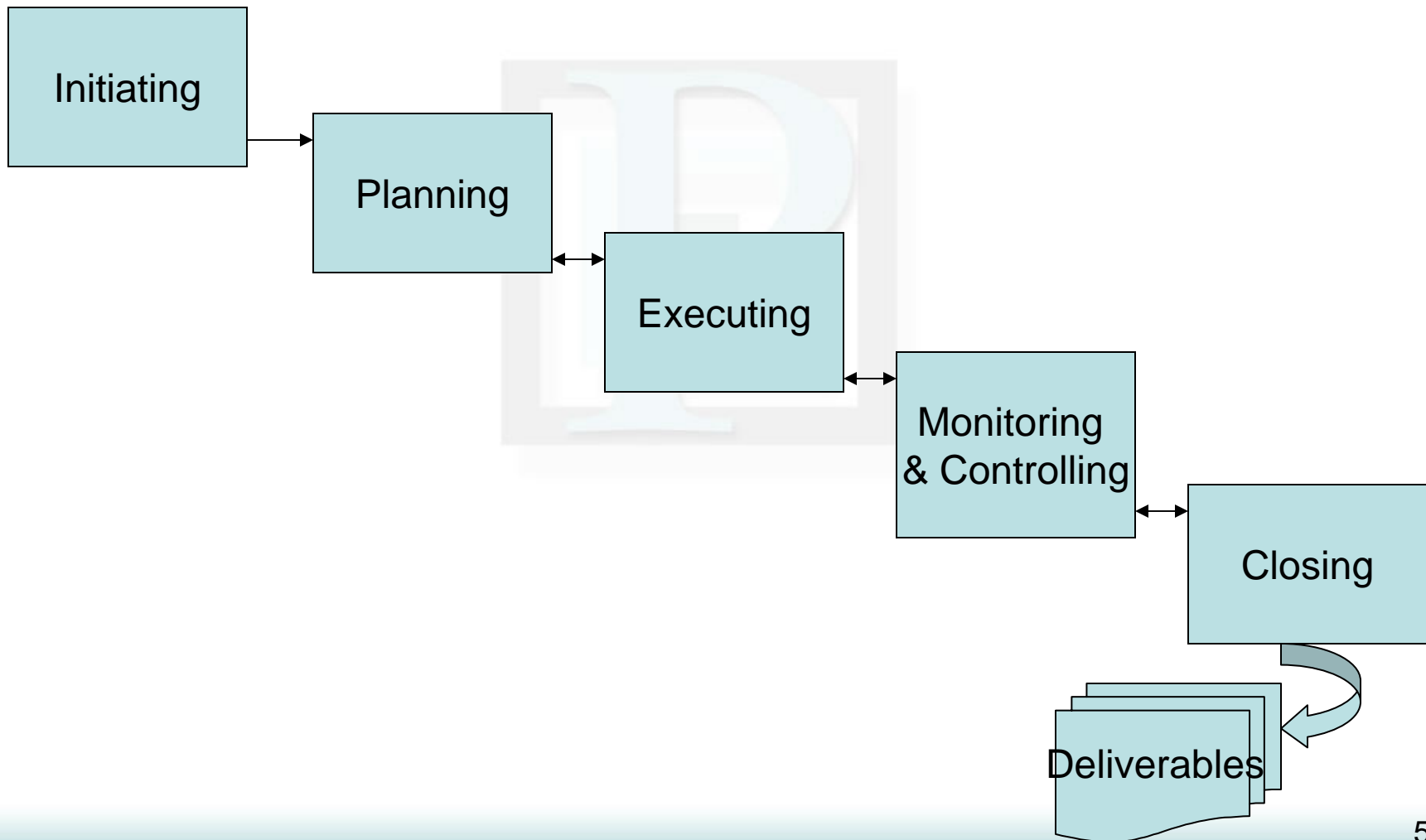


- Project
 - A temporary endeavor undertaken to create a unique product, service or result.
- Project Management
 - The application of knowledge, skills, tools and techniques to project activities to meet project requirements.
- Program
 - A group of related projects managed in a coordinated way to obtain benefits and control not available from managing them individually.

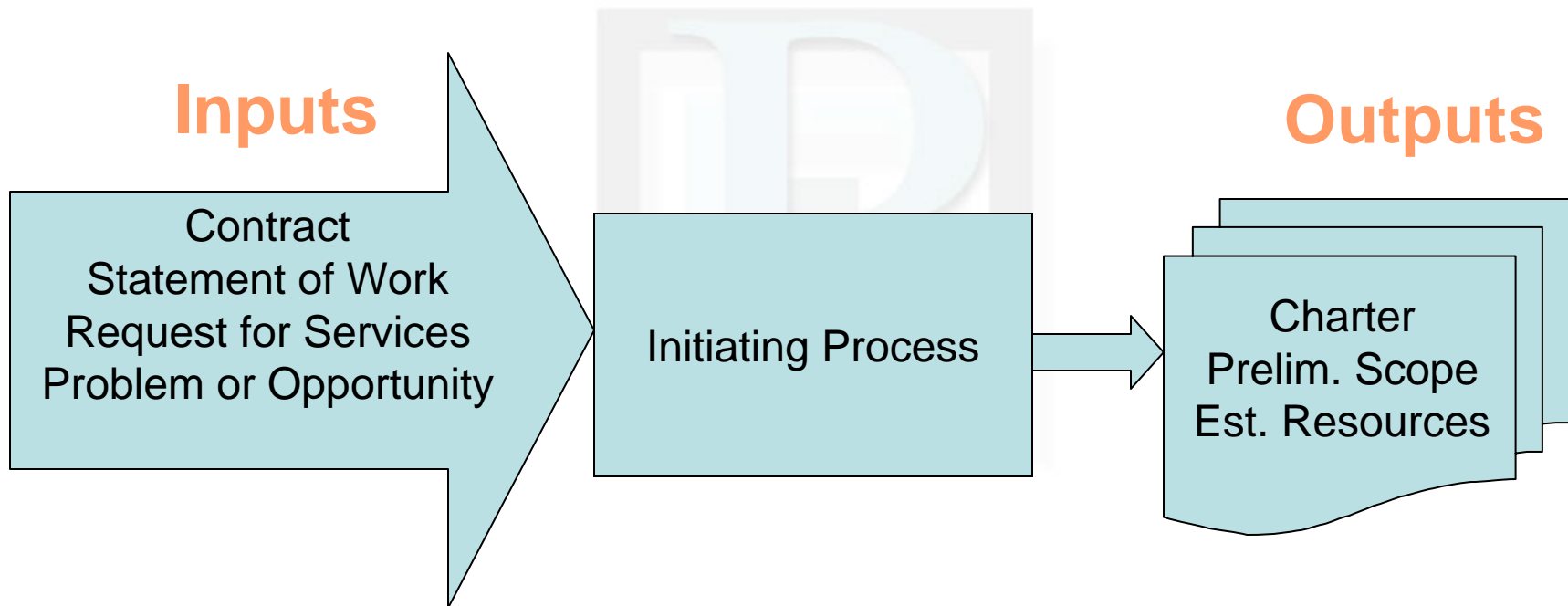
Terminology and Definitions

Risk Portfolio Resources PMO
Processes Charter
Tools Stakeholder Method
Subproject Sponsor
PMBOK Techniques Deliverables

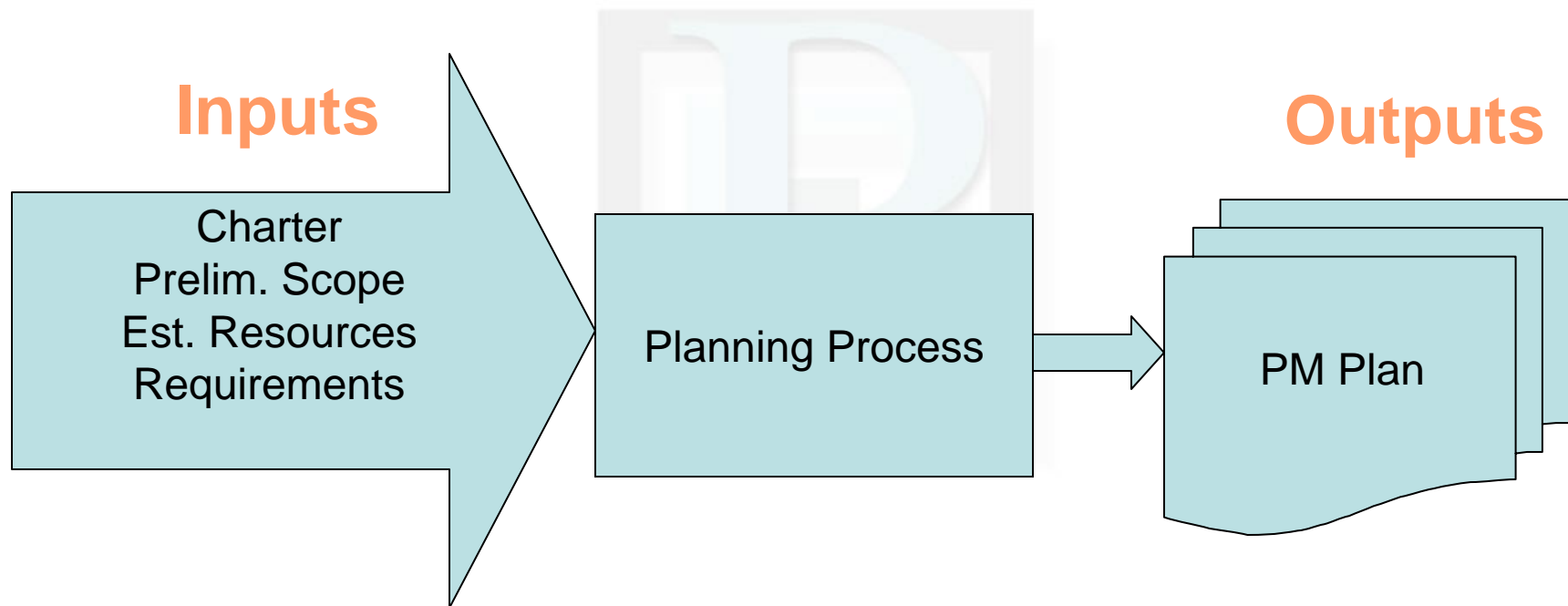
Process Overview



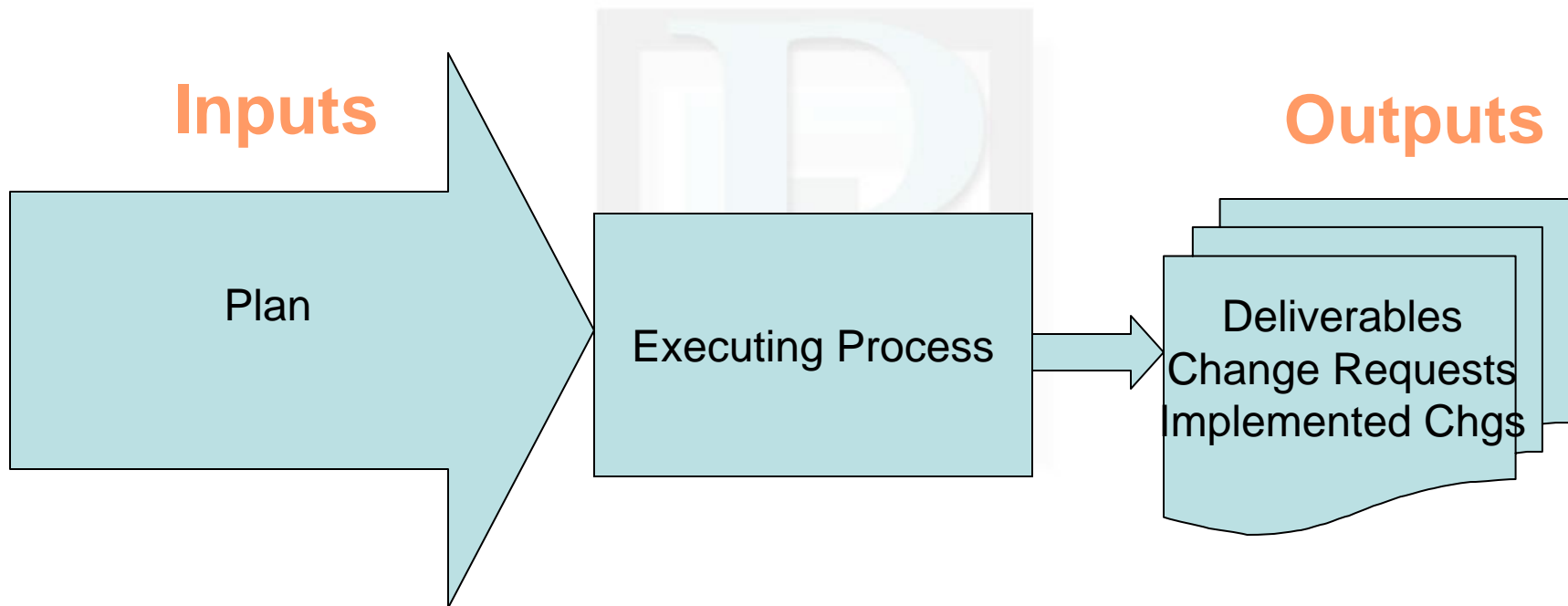
Initiating



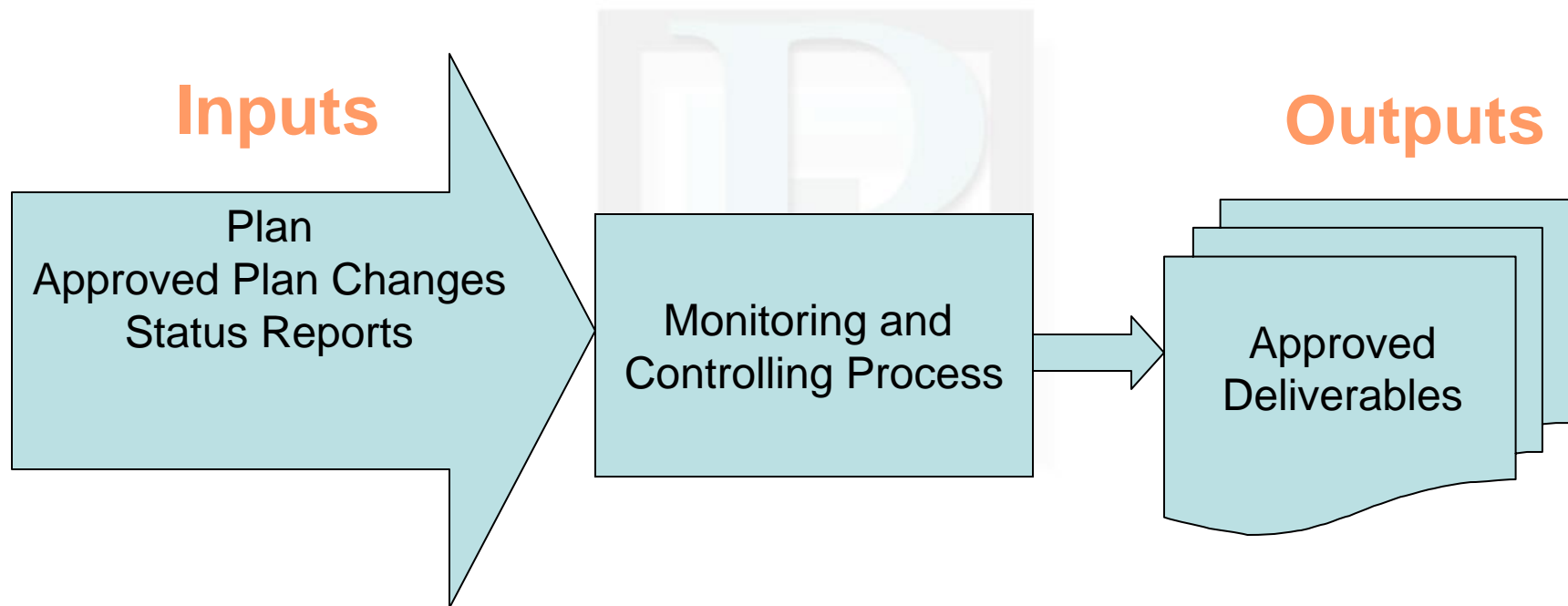
Planning



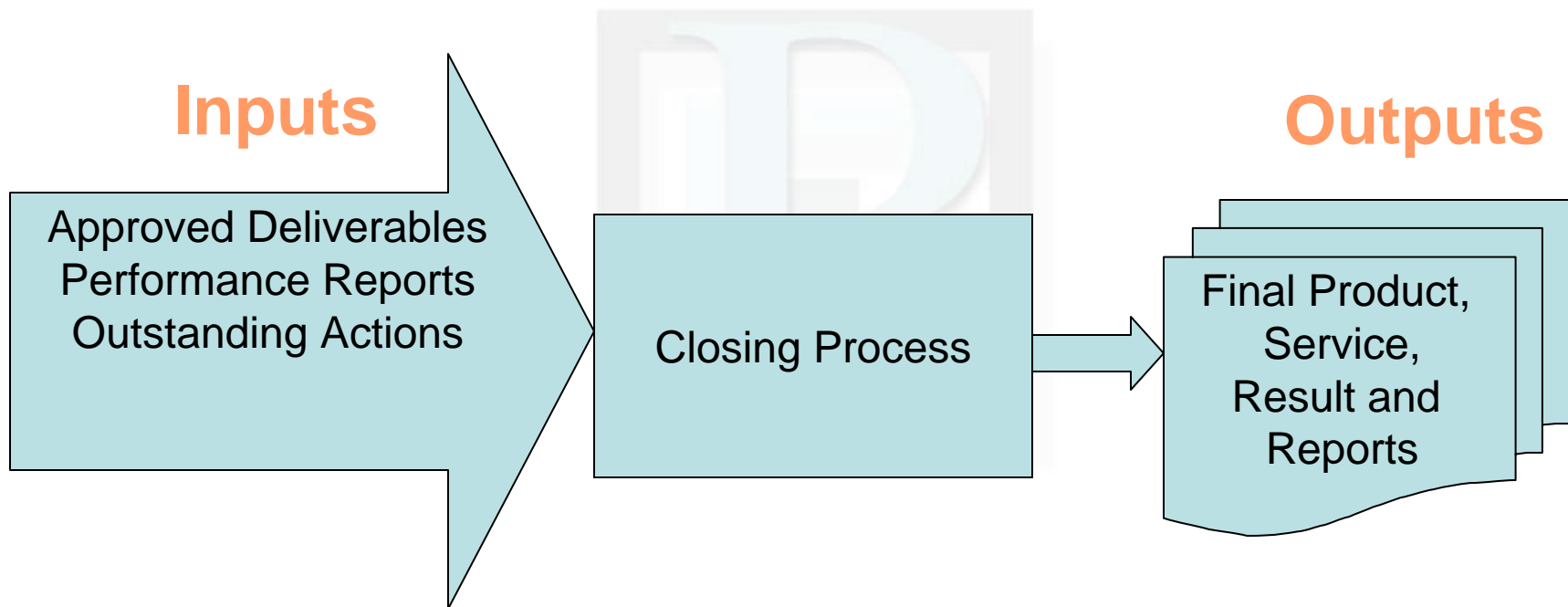
Executing



Monitoring and Controlling



Closing



Tools and Techniques Defined

- **Tools** – something tangible, such as a template or software program, used in performing an activity to develop a product or result.
- **Techniques** – a defined systematic procedure employed by a human resource to perform an activity to product a product or result or deliver a service, and that may employ one or more tools.



Tools and Techniques Examples

- **Tools**

- PMIS
- Templates, forms, standards
- Change control system
- CM system
- Calendars
- PM software
- Statistical tools
- Org charts & role descriptions
- Recognition & rewards
- Issue log

- **Techniques**

- PM methodology
- Earned Value technique
- Expert judgment
- Inspection
- Diagramming methods
- Reserve analysis
- Estimating methods
- Benchmarking
- Negotiating
- Training
- Team building activities



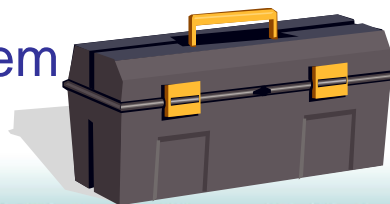
More Tools and Techniques Examples

- **Tools**

- Time tracking systems
- Cost tracking systems
- Presentation tools
- Info mgmt systems
- Probability and impact matrix
- Technical performance measurement
- Checklist analysis
- Qualified vendor list
- Records mgmt system
- Weighting system
- Payment system
- Seller rating system

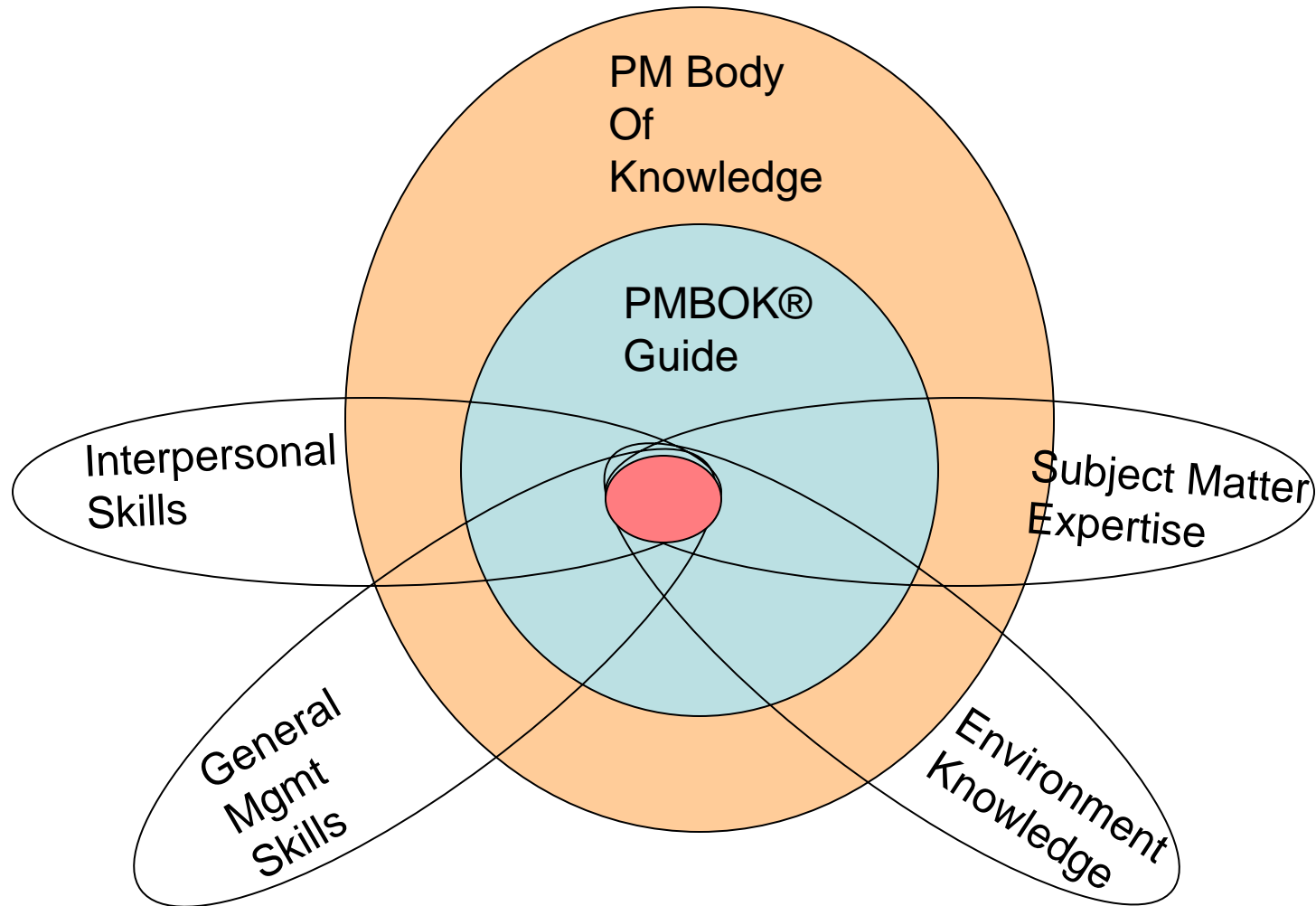
- **Techniques**

- Requirements analysis
- Communication methods
- Information gathering techniques
- Risk assessment
- Risk audits
- Documentation reviews
- Bidder conferences
- Advertising
- Make or buy analysis
- Claims administration
- Performance audits and reporting
- Contract negotiation

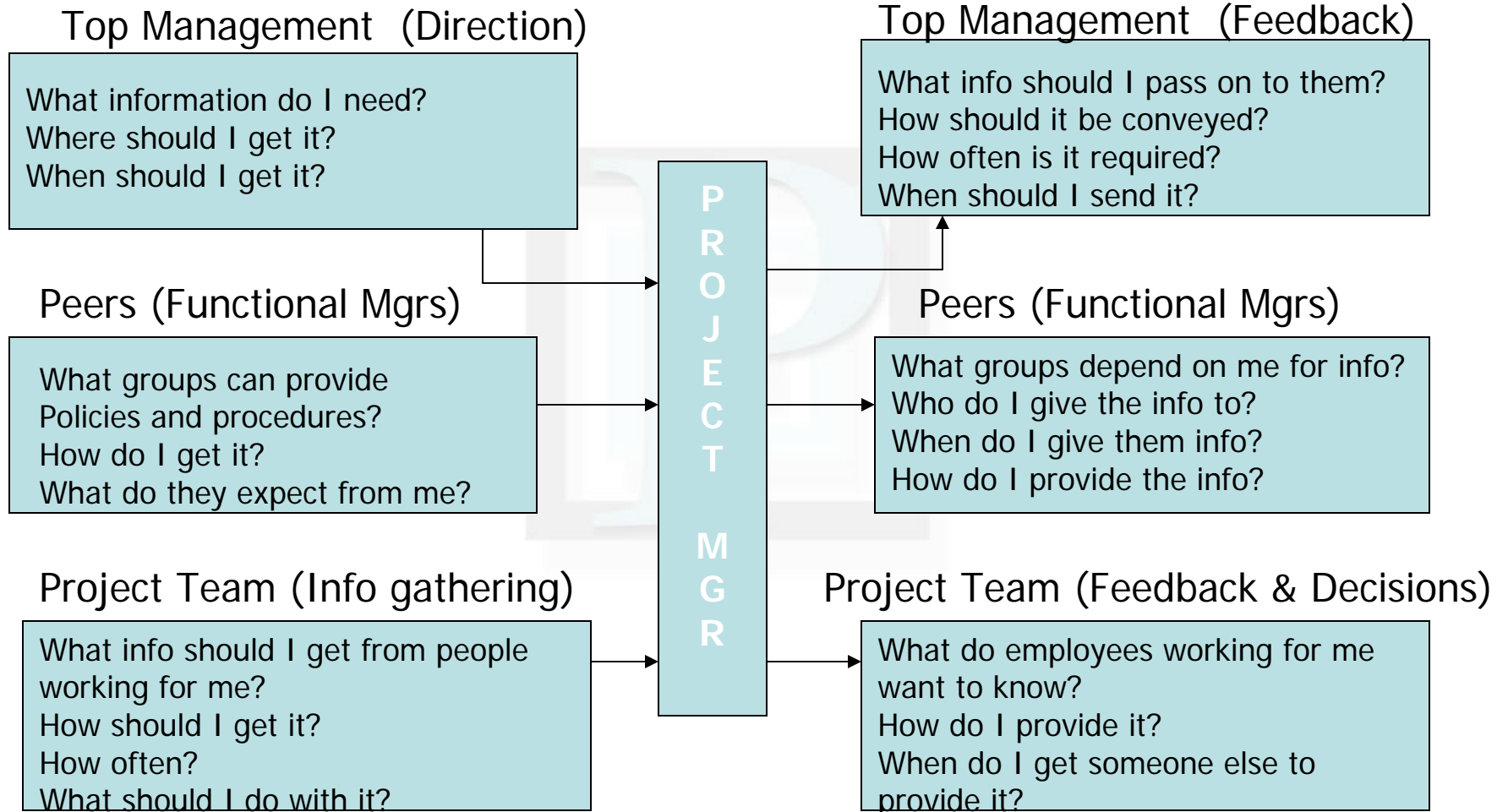


The PM Universe

(aka areas of expertise needed by the project team)

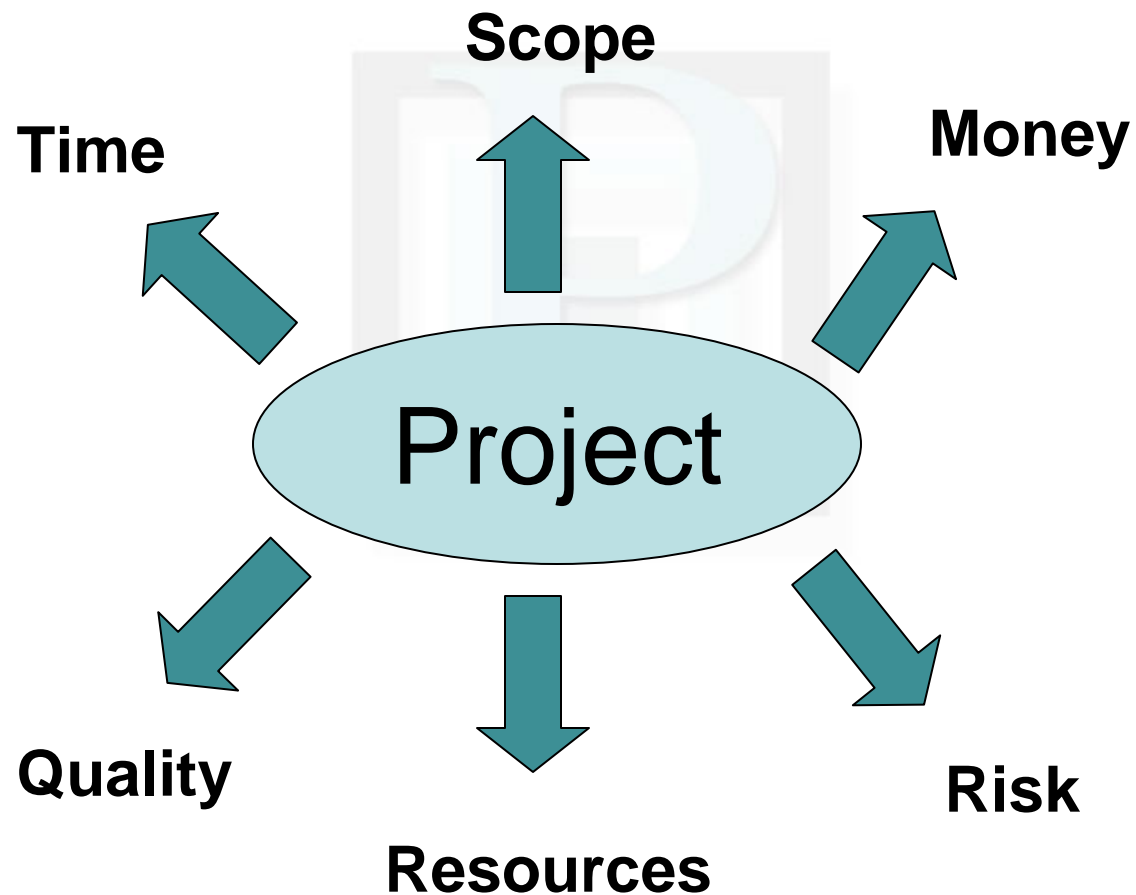


Typical Project Information Needs



Why Project Management?

Competing Forces



Project Management Value

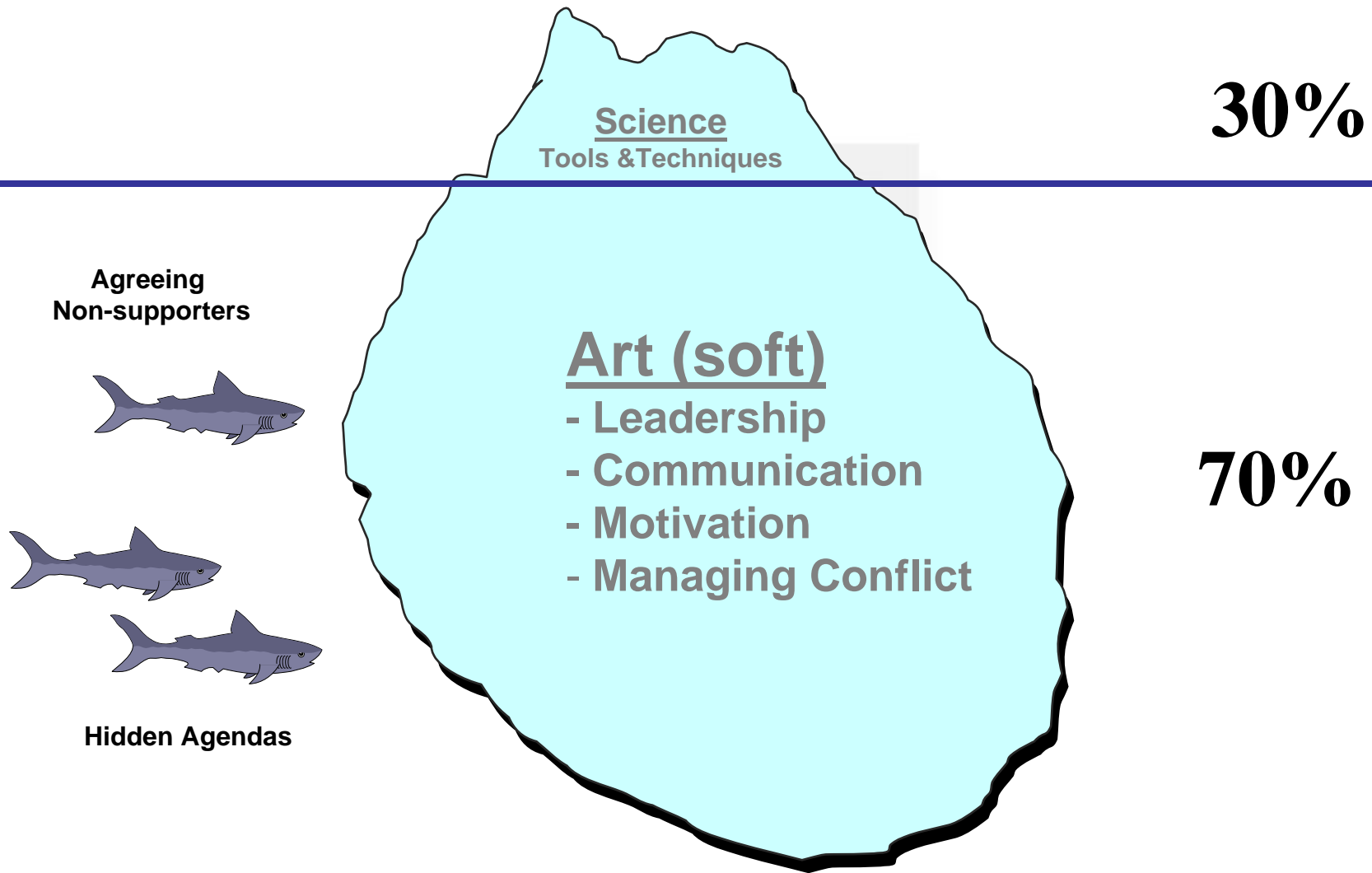
Benefits of Project Management are Clear

- Project team is focused
- Roles and responsibilities are clearly defined
- Competing forces are managed
- Properly implemented - it works!
- Faster better, cheaper delivery
- Predictability
- Shareholders demand better ROI
- Product complexity growing
- Project failure rate is high
- Capability maturity can be increased



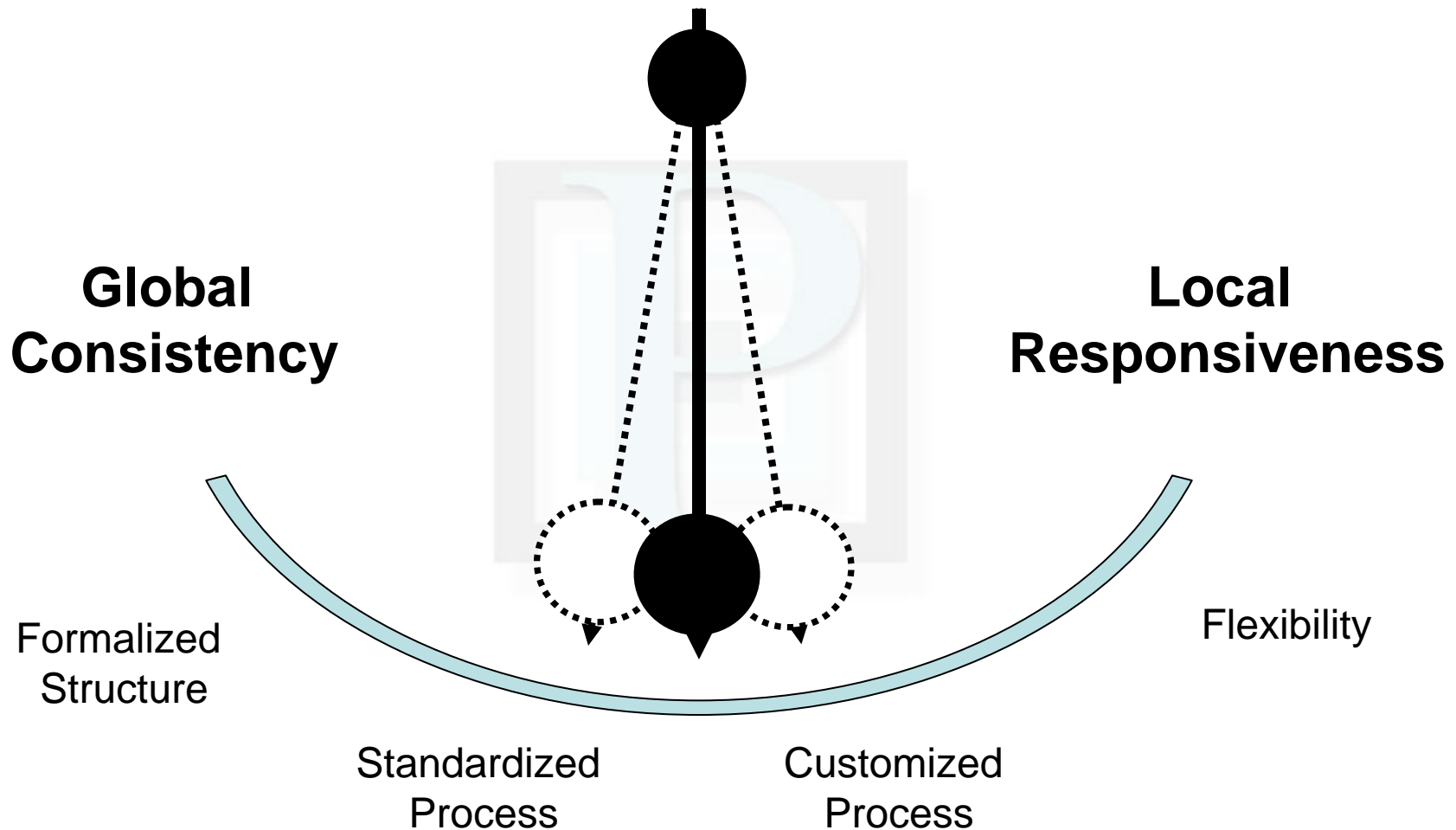
Art versus Science

“Project Management is 70% Art and 30% Science”



Recognize Proper Process Balance

“Applying Rigor without Rigidity”



People and Processes must prove themselves daily

A Project Managers job:

- Make our colleagues look good
- Deliver customer delight
- Colleagues should be your strongest supporter
- Repeat business is a good measure of success
- You are only as good as your last project
- Be aware of heroes, they may not be in the best interest of the organization or your project
- Get comfortable with being uncomfortable
- A successful Project Manager is always a little paranoid



Project Managers are Change Agents

“Our Plan is only as good as our ability to collaborate with one another and align our resources so as to assure its successful execution.”

John Hayden, CEO American Modern Insurance Group in their annual Corporate Pre-Planning Meeting



What did we learn today?



- Some project management terms and definitions
- The project management process
- Some project management tools and techniques
- The value of project management
- The Art and Science of project management

Questions?

Want more information?

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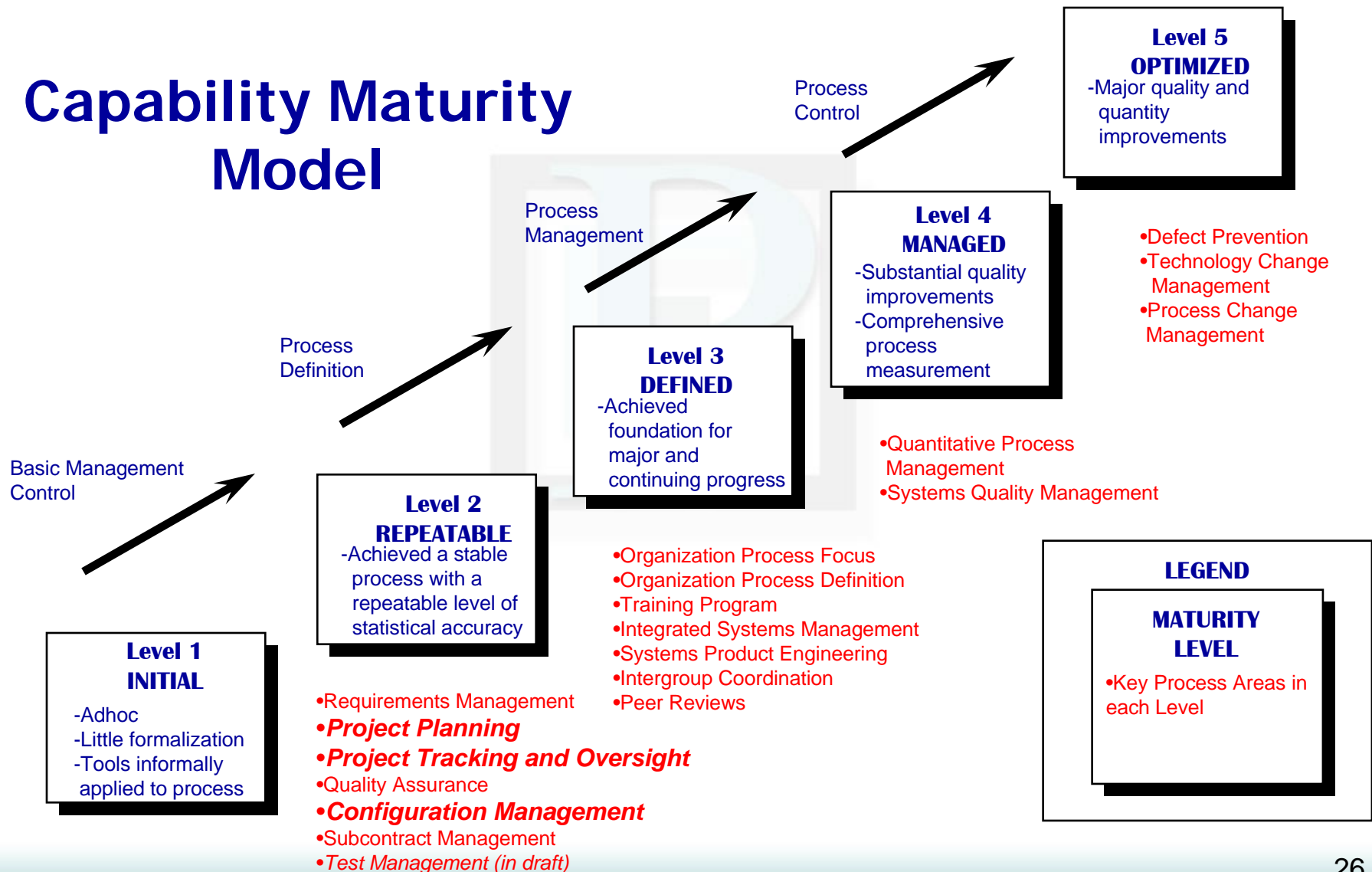
References

- A Guide to the PMBOK®, Third Edition, Project Management Institute
- Mark Heitkamp, 2006, Project Office – Establishing the Business Impact
- Mark Heitkamp, 2006, Project Management Best Practices – a Case Study



SEI CMM with Key Process Areas (KPAs)

Capability Maturity Model



Project Management Maturity Model

