

Flexible And Client-Centric Project Management

ROLE OF THE DOCOMO PACIFIC PROJECT MANAGER

The Docomo Pacific Project Manager is involved throughout the project management process and provides sign-off at each phase. This fosters open, clear communication and helps mitigate any risks throughout the project.

SCHEDULE CONTROLS

1. At the beginning of the engagement, the Project Manager will propose a detailed work plan for approval indicating specific milestones that will be met to ensure deliverables are produced within the determined deadlines.
2. The master schedule captures the big picture view of the project, as well as work-back deadlines for all specific components and project elements including production phases, briefings, material requirements, deliverables, and approvals. To absorb unexpected delays and/or circumstances, as well as to allow extended periods of time for client feedback and approval at each stage of the process, flexibility is built into our project schedules.
3. At the same time, we understand that there may be sensitivities around specific milestones that will be identified by the Docomo Pacific Project Manager and that there may be no, or limited, flexibility once those dates are established. As such, our scheduling tools (as outlined below) enable us to stay on agreed upon timelines and identify opportunities to complete project phases in advance of deadlines.
4. Regular status meetings are embedded into our schedules to review progress, budgets, and any potential opportunities/challenges/risks for the project.

Scheduling Tools:

To help ensure the delivery of the project on time and budget, we employ the following scheduling tools:

1. Google Calendar
2. Slack
3. Zoom
4. Gantt Charts

QUALITY CONTROL

You can rest assured that our guiding principles and processes will maintain rigorous standards of quality and effectiveness throughout this initiative.

While our team is not officially certified, we adhere to a modified ISO9001: 2008 quality management standard applicable to US subject matter experts. In accordance with this standard, all draft deliverables, external industry partners, media, and distribution will be reviewed by an equally qualified peer. This peer review will enable the team to deliver quality products that meet or exceed your expectations. Our quality process also governs document control and financial management.

We are focused on serving you by becoming ambassadors of your mandate and mission, strategic objectives, programs, and any applicable communications standards. We endeavor to become a part of your team through proactive and ongoing collaboration and placing our priority on delivering a level of client service that is unmatched by our competitors. We are committed to managing your account in a framework that is driven by “on time, on budget, on strategy” delivery.

POSSIBLE CHALLENGES AND RISKS

We bring a proactive approach to managing challenges and mitigating risk. From the onset of the engagement, we leverage our past experiences and leading practices to plan in advance how to deal with possible challenges and risks that may occur. If/when these challenges and/or risks occur, we are ideally positioned to respond in a timely manner with the least amount of impact on the project. Sample challenges, risks and possible mitigation strategies are outlined in the table on the following page.

POSSIBLE CHALLENGE/RISK	POSSIBLE MITIGATION STRATEGY
Employee or sub-contractor suddenly being unable to work or unavailable to complete a project	<ul style="list-style-type: none"> • Each of our team members are backed up by internal personnel with the same level of knowledge and expertise • This means that there will always be someone available and knowledgeable to keep your project moving forward should a resource suddenly be unavailable • All project files are backed up daily; files are on a shared server and can be accessed by a replacement team member if needed
Project delayed or behind schedule	<ul style="list-style-type: none"> • Our detailed schedules build in buffer time to absorb any delays or unforeseen circumstances to help ensure project timelines are met
File corruption/loss	<ul style="list-style-type: none"> • All project files are backed up to multiple locations, including a secure server and external hard drive device
Project going over budget or over time	<ul style="list-style-type: none"> • Our team will accurately estimate costs with a view to reduce the number of adjustments to estimates during the project and controlling budgets and timelines • We will work with you to understand all requirements for your campaign or project, which effectively positions the project to be delivered on time and budget • We assess budgets and timelines for all components to ensure we are fully meeting the demand of the requirements. Each component is further broken down to allow us to prepare detailed and accurate project quotations and schedules to ensure all elements are aligned • During regular status meetings with the Project Authority, our dedicated point of contact will provide an update to the status of each component of the project including updates for both budgets and schedules • If budgets or timelines need to be adjusted, we will work collaboratively with you to find a solution
Errors in the content/deliverables	<ul style="list-style-type: none"> • Our team of seasoned professionals is strict about following quality control procedures/process controls • Please see the project management section above for detailed information
Overall Program Cost	<ul style="list-style-type: none"> • Use of local/regional resources whenever possible
Lack of focus on comprehensive approach	<ul style="list-style-type: none"> • Outreach/community involvement program