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National Uniform Rollout Brief

Project Timeframe: six (6) months

Introduction

TRI Fitness has a strategic goal of achieving operational consistency across all three (3) states' operation.

A part of this strategy of national consistency is a national set of uniforms for all operational (customer-facing) staff across all states.

Task(s)

High-level tasks required to complete this project include:

- Setting up a uniform committee
- Sourcing of uniform vendors
- Determining any WHS requirements for uniforms
- Conducting a survey of employees on their requirements
- Developing a communication strategy
- Monitoring of budgets
- Creating a tender document
- Distributing the tender document with response times
- Creating a uniform policy
- Selecting a successful vendor
- Placing an initial order
- Rolling out the launch date.

Stakeholders

This project will be overseen by TRI Fitness CEO Klara Abram who will keep the Executive Team informed of the roll-out progress and have approval on spending and final uniform selection.

Day-to-day activities for this project will be led by COO Tracy Yap.

Key to the success of this roll-out will be the involvement and assistance of a representative from each state. State Managers have unanimously agreed that the State Administration Officers will be the best points of contact for this.

The State Administration Officers will also identify and consult with a representative from customer-facing staff in their state who will provide feedback on uniform design, comfort and suitability for duties.

Resources

Employees involved in this project will be:

- Chief Operations Officer
- Human Resources Director
- State Managers
- State Administration Officers

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- representatives from customer-facing staff.

Technology resources required include the provision of:

- Intranet access for all employees to complete the survey.
- A dedicated email address to respond to queries and address concerns.

Budget

This project is covered by the TRI Fitness Financial Delegation Authority Policy.

Cost Centre 1711 has been set up for this project. However, as this is an in-company project, the budget is very lean; costs of employees have already been allocated to cost centres.

It is estimated that the State Administration Officers will be spending about four (4) hours per week conducting project-related activities at a cost of \$25 per hour which will be recorded and offset in the project budget.

A system to capture the actual hours spent on this project will need to be created by the project coordinator. Actual salary costs will need to be allocated to Cost Centre 1711 at the completion of this project.

Specific budget allocations for this project are:

- \$6,000 has been allocated for the purchase of new uniforms which will be charged back to each state.
- \$3,000 has been set aside for uniform research and consultation.
- \$2,000 has been allocated for legal advice relating to any WHS regulatory considerations.

Reporting

The Executive Team meet on the fifteenth (15th) of each month and would like a progress report tabled at each meeting.

Individual project activities may require additional reporting as timeframes become critical.

Project Evaluation

On completion of the new uniform roll-out, staff will be encouraged to continue to provide feedback on:

- Fabric quality
- Fit of uniforms
- Wearability including wash results.

Feedback will also be asked for on the effectiveness of the communication strategy.



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Members of the project team will provide reports on areas such as:

- Clarity of individual roles and responsibilities.
- Communication methods and effectiveness.
- Management of project workload and regular role duties.

The final report to the Executive Team will be presented one (1) month following the implementation of the new uniforms.



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