EXAMPLE of large project organisation

HARDLINES IMPORTS PROGRAMME ORGANISATION

GARYMITCHELL

Phase 1 | Phase 2

Customer Tim Flavin
- Primary User & Beneficiary
- Solution Design Support
- Ownership & Issue Resolution Support
- Org Change Leadership

Ops Leads Chris Holmes
- Operational Responsibility
- Service Commitment

Process Devt Adam Pearson
- Process Design
- Issue Resolution
- E2E Process Docs (L1, L2, L3)
- User Sign-Off

Change Mgt Heidi O'Bryan
- Comms
- Training Devt
- Training Delivery
- Org Change Coordination

Tools & Systems Simon Harris
- User Reqmnts, Solution Design & User Sign-off
- E2E Data Flows Doc (Tech Spec)
- Resource Plan & Budget Tracking
- Component Devt/Build/Config
- Unit and E2E Functional and User Testing
- Equip & Infrastr acquisition & installation
- User Set-Up
- Issue Resolution
- Transition to Ongoing Support

	Sort Out Data Inputs	Order Aggregation and Phasing	Item Set-Up	PO Creation	Shipment Tracking & Reporting	Shipment & Import Mgt	Ranging	Allocation & Replenishment Mgt	Store Delivery Tracking & Support	Forecasting & Stock Mgt for Continuity Items	Warehouse Operations	Invoice Matching, Charging & Financial
Phase 1	International Sourcing: Colin Hill, Gary Myers, Geoff Hilling, Colin Synnott		Joint Buying Team: D.Ferguson, G. Charnock		In-Country Buyers: J.Charretteur, K.Chauhan, Adam Dury		Phase 2	In-Country Merchandising Teams: Jean Charretteur, Kamal Chauhan, Adam Dury, Billy Russell, Super User TBD			CE Logistics and TICB Entity: Chris Holmes	In-Country Finance: Country Finance Mgrs
Ops Leads	Peter Jones	Stephen Leeke	Daniel Kyle	Stephen Leeke		Andrea Buxton	Peter Jones				Ken Roberts (TBD from May)	Gemma Charnock
	---	COT (Central Ordering Team)				Import Team	Merchandising Teams	Central Ordering Team			DHL Operations Management	TICB Admin
Process Devt	Heidi O'Bryan	John Spinlove	Pavel Romanak	Caroline Manning	Pavel Romanak	Andrea Buxton	Peter Jones	Pamela Sarayiah	Andrea Buxton	Peter Jones	DHL Project Mgr	Daniel Kyle
											Ops Team	
Change Mgt	Heidi O'Bryan		Caroline Manning		Heidi O'Bryan		Heidi O'Bryan				DHL Project Mgr	Heidi O'Bryan
											Training Team	
Tools & Systems	John Spinlove		M.Soares ORMS Ordering		[Reporting from Shipping Partners]		John Spinlove / Shane Wilden (In-country XLS tools; uploads ORMS)		[Non-Conformance Capture]	M.Soares ORMS Alloc & Replenishment	DHL Project Mgr	M.Soares OFI
	Kevin Reardon		Enabler Build & Test Team				Marco Soares ORMS			Enabler Support	Manhattan Devt, Test & Integration	Enabler Team
							Enabler Support					

Integration & Hierarchy (GOLD) - **David Galea**

Interface developers – GOLD developers – John Spinlove (hierarchy)

End-to-End User and Applications Testing - **Lin Wong**

IT Support Planning & Coordination - **Simon Harris**

Infra-structure Build Ken Roberts (TBD May onwards)
- Reqmnts and Solution Design
- Acquisition, Commercials & Contracting
- Critical Path Mgt of Construction,Fit-Out and Operational Readiness
- Commissioning
- Budget & Spend Tracking
- SLA Mgt
- Issue Resolution

WAREHOUSE BUILD

E.C. Harris	DHL Ops Mgt	DHL Project Mgr
Prologis	Recruitment	IT Equip Fit Out
		Ops Fit Out