

The **business objective** of the project was to promote employee centricity in order to obtain a customer-centric culture in the company. The overall scope included analyzing an existing pattern of values, norms, beliefs, attitudes, and assumptions that may not have been articulated, but shape the ways in which the employees behave. This was done to provide an actionable list of improvement ideas for the company to promote employees centricity in order to obtain the customer-centric culture to perform as a winning organization. As a project manager during **initiation**, I did feasibility studies to define the overall project charter. Also after the project charter was drafted, I performed stakeholder identification to enable approval of the charter by the right people in the **planning** stage. I developed the project management plan, scope baseline and created a WBS for individual tasks. Also, I lead my team to estimate the costs for the project and determined the budget. In the **execution**, I directed and managed project work through my team of 27 people and I managed the communication channels for the key stakeholders at this point of time of the project as well. At this stage, I implemented the risk responses which came up as actions of planning the same at the earlier stage of the project. These risk mitigation strategies helped the project to be on track during the **monitoring and controlling** stage controlled the costs of the project using earned value management analysis. I also monitored the schedule for any possible risks of delays and also kept my stakeholders

updated on the status of the project by sending them a weekly project status report. The project was completed with all the success criteria being met and the client was very happy with the end results. In the **closing** Phase, I handed over the project to the client and updated the lessons learned register for the PMO"