

Closing Out Your Project

Outline

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Introduction

- Closing projects involves gaining stakeholder and customer acceptance of the final products and services, and bringing the project to an orderly end.
- Closing includes verifying that all of the deliverables are complete.
- It is also important to reflect on what can be learned to improve future projects.

George Santayana said, “Those who cannot remember the past are condemned to repeat it.” (philosopher)

Closing Tasks for Project Integration Management

- Closing a project involves creating:
 - Administrative closure procedures
 - Contract closure procedures
 - Final products, services, or results
 - Updates to organizational process assets

Just-In-Time Training Project Closing

- In closing out a project, you must prepare:
 - A customer acceptance/project completion form
 - A final report and presentation
 - A transition plan (provided as part of the final report)
 - A lessons-learned report (after a “sticky note” party)
- Organizing an event/celebration/luncheon, etc. for the project team to celebrate a job well done.

Sample Customer Acceptance /Project Completion Form



TeamworX

CERTIFICATE OF COMPLETION FRESH MILK UNLOADING STATION PROJECT

Contractor : PT. First Choice International
Owner : PT. Nestle Indonesia
Contract Number : 4527092225
Commencement Date : 29-08-2009
Contractual completion date : 15-11-2009
Actual completion date : 07-12-2009
Defects Liability Period : 15-12-2009 up to 14-12-2010

No.	WORK ITEM	STATUS
1.	Preliminaries	100%
2.	Demolition Works	100%
3.	Piling Works	100%
4.	Civil & Structure Works	100%
5.	Miscellaneous	100%
6.	Additional Works	100%
	a. Remove and install trees	100%
	b. Grill gutter	100%
	c. SS Pipe dia. 150 mm	100%
	d. Base Plate	100%
	e. TR 18 and additional Sling Cable	100%
	f. Grass	100%
	g. Epoxy	100%
	h. Roof Drain Galvanize	100%
	i. Steel Reinforcement	100%
	j. Ceiling	100%
	k. Additional Column	100%

Jakarta, 15 December 2009
PT. TeamworX Indonesia
On Behalf of PT. Nestle Indonesia

Ferdinand Fassa
Project Manager

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Sample Table of Contents for a Final Project Report

TRANSMITTAL

To : PT. NESTLE INDONESIA, KEJAYAN FACTORY		Date : 3 December 2009
		Ref. no.: 1931/001
Attn.: Ms. Aadita K.D		Page 1 of 1
Please find enclosed below listed documents and/or drawings for your action or information. You are requested to return the blue copy duly signed for receipt and acceptance.		
Item	Description	Remarks
1	QR-CM-1931-P-001A/002A/003A - INCOMING CORRESPONDENCE - OUTGOING CORRESPONDENCE - DOCUMENT CONTRACT	1 Odner
2	QR-CM-1931-P-004A/005A - DAILY REPORT - WEEKLY REPORT	1 Odner
3	QR-CM-1931-P-006A/007A - MoM - WOWK METHOD - JSA	1 Odner
4	QR-CM-1931-P-008A/009A - RFQ - PROGRESS CERTIFICATION	1 Odner
5	QR-CM-1931-P-010A/011A - WORK INSPECTION - MATERIAL APPROVAL - CERTIFICATE	1 Odner
6	QR-CM-1931-P-011A/012A - WORK PERMIT - PME - VARIATION WORK	1 Odner

Yours faithfully,

Signed for receipt,

Closing Tasks for Project Procurement Management

- **Contract closure** involves completion and settlement of contracts, and resolution of any open items.
- Two tools to assist in contract closure are:
 - **Procurement audits**, which help to identify lessons learned in the entire procurement process.
 - A **records management system**, which provides the ability to easily organize, find, and archive procurement-related documents.
- Outputs include updates to organizational process assets and closed contracts.

Sample Written Notice of a Closed Contract

Global Construction, Inc., Contract Closure Notice

September 16, 2007

As described in our service agreement (SA390-7), this letter provides formal notice that the work you were contracted to perform for Global Construction has been completed. ABC Training developed a qualified-sellers list containing 30 potential sellers and a report with one page of key information on each seller. Payment is being processed based on the invoice provided by ABC Training.

Kristin Maur, the project manager, has provided the following performance assessment for the work provided:

“We were very pleased with the work of ABC Training. Members of the firm were professional, knowledgeable, and easy to work with. Global Construction depended on ABC Training to develop a qualified sellers list for this important project, and we were extremely happy with the results. On a scale of 1 to 10, you earned a 10!”

Lawrence Scheller

By: Lawrence Scheller, Contract Specialist, Global Construction, Inc.

Date: September 16, 2007

Question

How do you make the next project process better?

- **WHAT ARE YOUR ANSWERS?**