# **Questions**

The following questions are graded for the project.

## **Question 1 (8 marks - 4 + 4)**

* The major challenges faced by the organisation and what will happen if these challenges are not addressed **(4marks) (1 mark for each row)**

| **Major challenges** | **Implications if not addressed** |
| --- | --- |
|  e.g No uniform process |  Poor Quality of service  |
|   |   |
|   |   |
|   |   |
|   |   |

* Identify the positives and negatives of the four alternatives of centralisation vs decentralisation (refer to figure 2). Recommend one that you think is suitable. **(4 marks)**

| **Alternatives positives** | **Alternatives Negatives** |
| --- | --- |
|  Alternative 1 -   |  Alternative 1 -   |
| Alternative 2 -   | Alternative 2 -   |
| Alternative 3 -   | Alternative 3 -   |
| Alternative 4 -   | Alternative 4 -   |
| Recommended alternative -   | Reasons for the recommendation - |

## **Question 2 - (2 marks)**

Answer the following question -

*Hint - The answer to the question is already provided in the case.*

|  | **Your answer** |
| --- | --- |
| * What 'one language' by which everyone could communicate?
 |   |

## **Question 3 - (6 marks - 2 + 1 + 1 + 1 + 1)**

What would be the principal goal and sub-goals by which to achieve this principal goal?

**(6 marks - 2 + 1 + 1 + 1 + 1)**

*Hint - Use the SMART goal setting theory to arrive at the answer*

| **Principal Goal**  | **Sub Goals**  |
| --- | --- |
|    | 1 |
| 2 |
| 3 |
| 4 |

## **Question 4 - (20 marks - 6 + 6 + 8 )**

How will the company reach its Goal? (Answer in around 500-1000 words)

**4a**. What are some possible tasks to help achieve the company’s goals?

**4b**. What could be the project group composition?

**4c**. Prepare a [Gantt chart](https://support.microsoft.com/en-us/office/present-your-data-in-a-gantt-chart-in-excel-f8910ab4-ceda-4521-8207-f0fb34d9e2b6) for implementation of a few tasks and a [RACI](https://www.vertex42.com/ExcelTemplates/raci-matrix.html) matrix

**The overall presentation quality of your submission carries the remaining 4 marks.**

Proceed to the next segment to submit the file that you have created through the process.