

BMS7.0 Perform general office management functions.

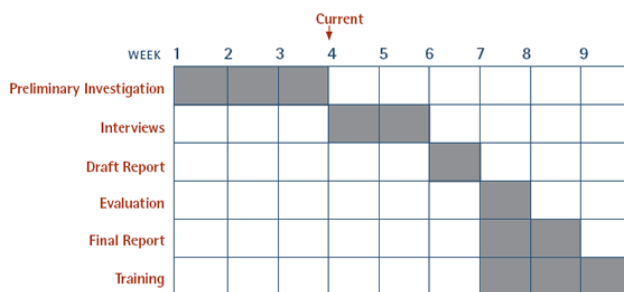
7.1 Identify analytical and statistical tools for project management.

7.1 Allocation of Resources – Apportionment of productive assets among different uses. The issue of resource allocation arises as societies seek to balance limited resources ([capital](#), [labor](#), [land](#)) against the various and often unlimited wants of their members. Mechanisms of resource allocation include the price system in free-market economies and government planning, either in state-run economies or in the public sectors of mixed economies. The aim is always to allocate resources in such a way as to obtain the maximum possible output from a given combination of resources.

7.1 Critical Path – The longest pathway providing the amount of time it will take to complete a project. It is provided through examining a PERT Chart which is created using project management software.

7.1 Gantt Chart – A project management tool used to help plan, implement, and control the tasks for a project.

- Chart plots a number of tasks across a horizontal time scale
- Allows team members to maintain the status of their tasks against planned progress



7.1 PERT Chart – Project Management tool used to schedule, organize, and coordinate tasks within a project. PERT stands for *Program Evaluation Review Technique*. Tool that is used to determine the critical path of a project which will determine how long a project will take to complete.

Pert Chart: (Program Evaluation and Review Technique)

- PERT is a network diagram that employs three estimates (best, least, and most likely) to describe the range of an activity's span time
- PERT Example: Project = Planting a Garden

	Best Case	Most Likely	Worst Case
Prepare Soil	60 min	180 min	360 min
Purchase Seeds	30 min	60 min	120 min
Prepare Area	30 min	60 min	120 min
Plant	30 min	60 min	120 min
Water	15 min	30 min	60 min
Totals	165 min	390 min	780 min

7.2 Analyze and prioritize needs of an organization.

7.2 Brainstorming – Is a [group or individual creativity technique](#) by which efforts are made to find a conclusion for a specific problem by gathering a list of ideas spontaneously contributed by its member(s).

7.2 Environmental Scan – An external analysis of a business' opportunities and threats using a formula such as the PEST analysis to help make decisions for the course of the business. The PEST analysis considers the political, economical, socio-cultural, and technological environment in which the company is conducting business.

7.2 PEST Analysis – An external situation analysis tool in which one examines the political, economic, socio-cultural, and technological environment that can pose opportunities and threats to a business.

7.3 Determine quality measures and countermeasures.

7.3 Effectiveness – Making the right decisions about what products or services to offer customers and the best ways to produce and deliver them.

7.3	Efficiency – Producing products and services quickly, at a low cost, without wasting time and materials.
7.3	Performance Measures – Performance measures quantitatively tell something important about our products, services, and the processes that produce them. They are a tool to help understand, manage, and improve what organizations do. For example, they help companies understand if they are meeting their goals and satisfying their customers’ needs and wants.
7.3	Quality – Consistently producing what the customer wants while reducing errors before and after delivery to the customer. Total Quality Management is a philosophy developed by W. Edwards Deming dedicated to the process for continuous improvement and eliminating waste due to defects in production. Six Sigma is another quality program in which the idea of producing products within the range of 1 in a million defects to increase efficiency.
7.3	Quality Measure - Quantitative measure of the characteristics and attributes of a product .
7.3	Six Sigma – A commitment to quality in which the business strives to reduce defects to the ratio of one defect in a million units of production.
7.4	Develop project plans and timelines.
7.4	Process Flow Charting – A flowchart is a type of diagram that represents an algorithm or process , showing the steps as boxes of various kinds, and their order by connecting them with arrows. This diagrammatic representation can give a step-by-step solution to a given problem . Flow charts can be used in managing the tasks for a project.
7.4	Timeline – A linear representation of important events in the order in which they occurred and/or a schedule; timetable.
7.5	Schedule employee work assignments.
7.5	Employee Morale – No matter how smart, talented and experienced your employees are, if they are not happy with their jobs, their work will suffer. Keeping employee morale high is important because it will abet your company’s success. Employee morale is the spirit, or tone, of an organization. According to a January 2005 article in Entrepreneur, morale is an effect, or end result, of workplace conditions, relationships, changes or other elements. Some causes for low morale can be negative events (firings, layoffs), conflicts between co-workers and poor relationships with managers. An effective detection method is asking employees to take satisfaction surveys. Surveys will indicate the tone of employees so that you can reverse low morale.
7.5	Operational Planning – The process of setting work standards and schedules necessary to implement the company’s tactical objectives. The daily planning of an organization usually handled by company supervisors.
7.5	Praise – Praise is the act of making positive statements about a person, object or idea, either in public or privately. Praise is typically, but not exclusively, earned relative to achievement and accomplishment. Praise is often contrasted with criticism , where the latter is held to mean exclusively negative statements made about something, although this is not technically correct. Most people are responsive to praise and will demonstrate an increase in self-esteem or confidence if a suitable amount of praise is received. Some psychological theories hold that a person's life is largely made up of attempts to win praise for their actions.
7.5	Schedule – A list of meetings, commitments, or appointments: an outline description of the things somebody is to do and the times at which they are to be done or a work plan. A plan of work to be done, showing the order in which tasks are to be carried out and the amounts of time allocated to them.
7.6	Monitor project process with a management reporting system.

7.6	<p>Project Management – The planning, organizing, and controlling of an organization's resources in order to move a specific task, event or duty toward completion. PERT and Gantt are common technological tools used during project management.</p> <p>Managing Projects</p> <ul style="list-style-type: none"> • In order to manage a project you must <ul style="list-style-type: none"> ○ Set realistic goals ○ Set a timeframe ○ Allocate resources (money, time, energy) ○ Determine what needs to be done and who will do it ○ Chart progress ○ Overcome obstacles ○ Meet goals • Producing results also include <ul style="list-style-type: none"> ○ the quality of the results ○ a sense of satisfaction for all participants • Accountability <ul style="list-style-type: none"> ○ explaining your actions and accepting responsibility for the outcome
7.7	Adjust action based upon collection and analysis of project data.
7.7	Benchmarking – Comparing an organization's practices, processes, and products against the world's best.