

# The Secret to True Service Innovation

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# Bathroom schedule

## DECEMBER

- 12/05-Crystal
- 12/12-Delilah
- 12/19-Mariah
- 12/26-Delilah

## JANUARY

- 1/2-Amanda
- 1/9-Delilah
- 1/16-Frank
- 1/23-Delilah
- 1/30-Crystal

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## MORNING DOG

- MONDAY-Mariah
- TUESDAY-Amanda
- WEDNESDAY-Crystal

- THURSDAY-Mariah
- Friday-Amanda

## SATURDAY&SUNDAY

- Frank & Delilah

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### Bathroom schedule

DECEMBER	JANUARY
• 12/05-Crystal	• 1/2-Amanda
• 12/12-Delilah	• 1/9-Delilah
• 12/19-Mariah	• 1/16-Frank
• 12/26-Delilah	• 1/23-Delilah
	• 1/30-Crystal

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### MORNING DOG

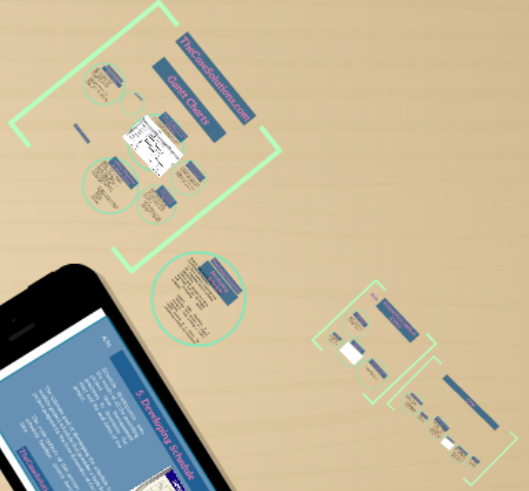
- MONDAY-Mariah
- TUESDAY-Amanda
- WEDNESDAY-Crystal

### THURSDAY-

- Mariah
- Friday-Amanda

### SATURDAY&SUNDAY

- Frank & Delilah



AJH

## 5. Developing Schedule

Schedule development uses the results of all the preceding project time management processes to determine the start and the end dates of the project.



The ultimate goal of developing the schedule is to create a realistic project schedule that provides a basis for monitoring project progress for the time dimension of the project.

The main outputs of this process are the project schedule, a schedule baseline, project document updates, and schedule data

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## Developing Schedule

Several tools and techniques assist in schedule development :

- A Gantt chart is a common tool for displaying project schedule information.
- Critical path analysis is a very important tool for developing and controlling project schedules.
- Critical chain scheduling is a technique that focuses on limited resources when creating a project schedule.
- PERT analysis is a means for considering schedule risk on projects.

## Gantt Charts

### TheCaseSolutions.com Gantt Charts

Gantt charts provide a standard format for displaying project schedule information by listing project activities and their corresponding start and finish dates in a calendar format.

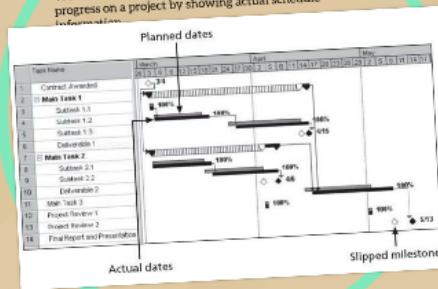


Usually, the software launch project's Gantt chart contains:  
milestone, summary tasks, individual task durations, and arrows showing task dependencies.



### Using Tracking Gantt Charts to Compare Planned and Actual Dates

We can use a special form of a Gantt chart to evaluate progress on a project by showing actual schedule information.



### Using Tracking Gantt Charts to Compare Planned and Actual Dates

A Tracking Gantt chart is based on the percentage of work completed for project tasks or the actual start and finish dates.

It allows the project manager to monitor schedule progress on individual tasks and the whole project.

### Using Tracking Gantt Charts to Compare Planned and Actual Dates

The main advantage of using Gantt charts is that they provide a standard format for displaying planned and actual project schedule information. In addition, they are easy to create and understand.

The main disadvantage of Gantt charts is that they do not usually show relationships or dependencies between tasks.

### Adding Milestones to Gantt Charts

Milestone can be a particularly important part of schedules, especially for large projects. We can create milestones to emphasize important events or accomplishments on projects. To make milestone meaningful, some people use the SMART criteria to help define them.

The SMART criteria are guidelines suggesting that milestone should be:

- Specific
- Measurable
- Assignable
- Realistic
- Time-framed

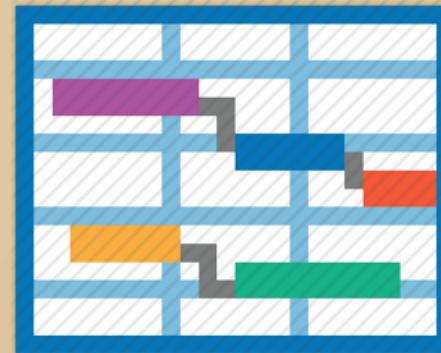
Gantt charts example

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WBS hierarchy shown by indentations

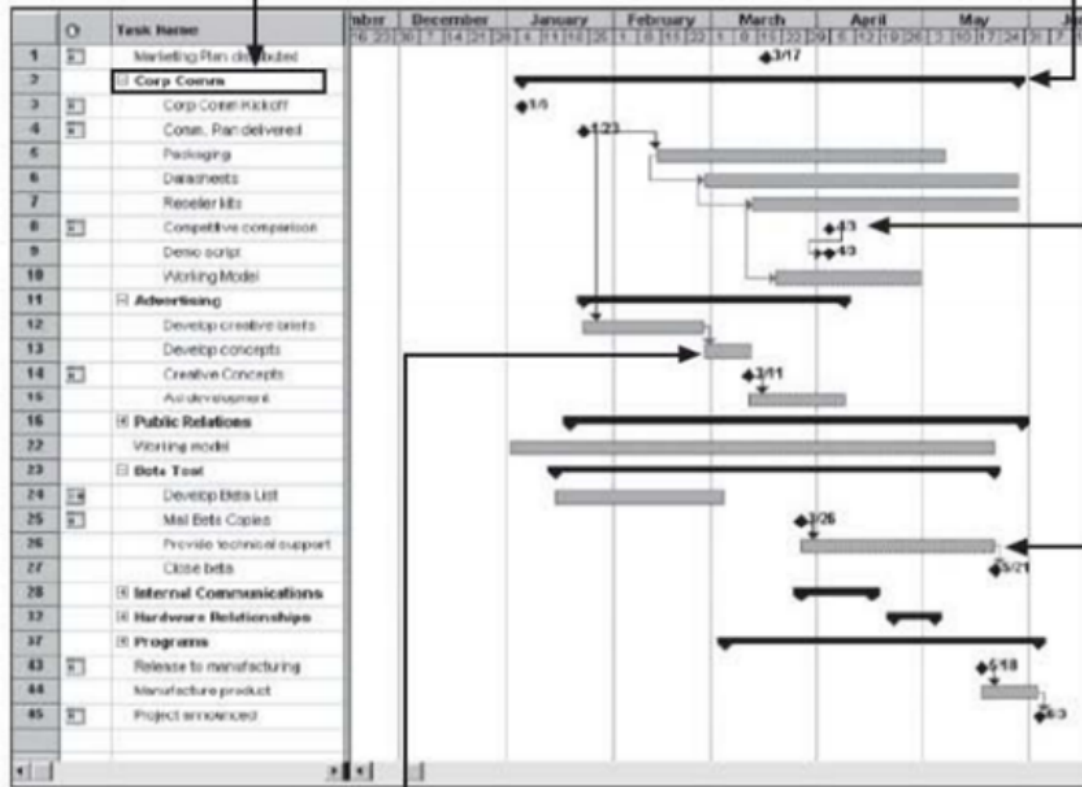
ID	Task Name	Parent
1	Marketing Plan (Mktg)	
2	Comp. Content	1
3	Comp. Content Mktg	2
4	Comp. Plan (delivered)	2
5	Packaging	2
6	Research Mktg	2
7	Competitive comparison	2
8	Demo script	2
9	Working Model	2
10	Advertising	2
11	Develop creative assets	10
12	Develop concepts	10
13	Creative Concepts	10
14	Audience research	10
15	Public Relations	2
16	Working model	2
17	Media Travel	2
18	Develop Media List	17
19	Mail/Beta Copies	17
20	Provide technical support	17
21	Close beta	17
22	Internal Communications	2
23	Hardware Relationships	2
24	Programs	2
25	Release to manufacturing	2
26	Manufacture product	2
27	Project termination	2

Individual



WBS hierarchy shown by indentations

Summary task



Milestone

Individual task bar

Arrows show dependencies