Southern New Hampshire University

QSO 645 Milestone Three Guidelines and Rubric

Overview: The purpose of this assessment is to further your understanding of the directive approach for analyzing your chosen project. You will review the quality standards and critique the communication and resource plans with clarity that offers further assistance for effective review. You are expected to gather information from both the course and outside resources to assist in preparation for your thorough assessment of all knowledge areas at the end of the course. Once complete, this milestone will become a component of the final project.

Prompt: Assess project control techniques, analyze the communication plan, and make recommendations regarding resource management.

Specifically, the following **critical elements** must be addressed:

VII.   In this section, you will assess the **project control techniques** utilized during the project, specifically:
   A.   Determine the **quality auditing** tools and techniques executed during control.
   B.   Recommend specific **reporting metrics** from which the project could have benefited, considering how elements of Earned Value Management were used to help control the project.

VIII.   In this section, you will break down the **communication plan** used during the project, including its elements (e.g., frequency of meetings, types of meetings, and tools used), specifically:
   A.   **Critique** the communication tactics chosen for the project.
   B.   Propose communication **strategies** that would have been more appropriate for the project, providing reasoning for your proposal.

IX.   **Resource Management**
   A.   Describe the **resource conflict** within the project and how it was handled.
   B.   Recommend **best practices** in resource management that could have been used in this project, including those related to staffing needs and ways to avoid resource conflict.

Rubric

Guidelines for Submission: Your paper should be a 4- to 5-page Microsoft Word document with double spacing, 12-point Times New Roman font, one-inch margins, and at least three sources cited in APA format.

Critical Elements	Proficient (100%)	Needs Improvement (75%)	Not Evident (0%)	Value
Project Control Techniques: Quality Auditing	Determines the quality auditing tools and techniques executed during control	Determines the quality auditing tools and techniques executed during control, but determination is incomplete or contains inaccuracies	Does not determine the quality auditing tools and techniques executed during control	15
Project Control Techniques: Reporting Metrics	Recommends specific reporting metrics from which the project could have benefited, considering how elements of Earned Value Management were used to help control the project	Recommends reporting metrics from which the project could have benefited, but recommendations are inappropriate, lack specificity, or do not consider how Earned Value Management was used, or submission contain inaccuracies	Does not recommend reporting metrics from which the project could have benefited	15
Communication Plan: Critique	Critiques the communication tactics chosen for the project	Critiques the communication tactics chosen for the project, but critique is inappropriate or cursory or contains inaccuracies	Does not critique the communication tactics chosen for the project	15
Communication Plan: Strategies	Proposes communication strategies that would have been more appropriate for the project, providing reasoning for proposal	Proposes alternate communication strategies for the project, but the proposal is inappropriate, without reason, or contains inaccuracies	Does not propose alternate communication strategies for the project	15
Resource Management: Resource Conflict	Describes the resource conflict within the project and how it was handled	Describes the resource conflict within the project, but description is cursory, does not address how conflict was handled, or contains inaccuracies	Does not describe the resource conflict and how it was handled	15
Resource Management: Best Practices	Recommends best practices in resource management that could have been used in this project, including those related to staffing needs and ways to avoid resource conflict	Recommends best practices in resource management that could have been used in this project, but recommendations are inappropriate, ignore issues of staffing or resource conflict, or contain inaccuracies	Does not recommend best practices in resource management that could have been used in this project	15

Articulation of Response	Submission has no major errors related to citations, grammar, spelling, syntax, or organization	Submission has major errors related to citations, grammar, spelling, syntax, or organization that negatively impact readability and articulation of main ideas	Submission has critical errors related to citations, grammar, spelling, syntax, or organization that prevent understanding of ideas	10
			Total	**100%**