



TenStep Project Management Process® Overview

Project management refers to the definition and planning, and then the subsequent management, control, and conclusion of a project. It is important to recognize that all projects need some level of project management. The larger and more complex the project, the more there is a need for a formal, standard, structured process. Smaller projects still need a structured process, but it does not need to be as elaborate or as complex. Obviously there is a cost to the effort associated with project management, but there are many benefits that are obtained as well. These benefits far outweigh the costs.

Not surprisingly, the TenStep Project Management Process™ is divided into ten steps – the first two for definition and planning, and the next eight for managing and controlling the work. These steps are as follows:

1.0 Define the Work. In this step, the project manager spends the time defining the work to ensure that the project team and the customer have common perceptions of the project, including what it is going to deliver, when it will be complete, what it will cost, who will do the work, how the work will be done, and what the benefits will be.

2.0 Build the Schedule and Budget. In this step, the Project Schedule is created. The schedule is a vital tool to ensure that the project team knows what they need to do.

3.0 Manage the Schedule and Budget. Now you must manage the schedule, and ensure that it represents the current status of the project. The schedule should be kept up-to-date and should always tell you how much work is remaining.

4.0 Manage Issues. Many problems come and are resolved quickly. However, an 'issue' arises when a problem will impede the progress of the project and cannot be resolved by the project manager and project team without outside help. Issues management is one of the fundamental processes of TenStep, and it is a skill that all project managers must master.

5.0 Manage Change. It is said that the only constant in the world is “change”. You can make perfect plans, but they cannot account for every potential change that may occur. The longer your project, the more likely you will be dealing with changes. On most projects, the most important aspect of change is scope change management, and that is the aspect that is covered most in this step.

6.0 Manage Communication. Properly communicating on a project is a critical success factor for managing the expectations of the customer and the stakeholders

7.0 Manage Risk. Risk refers to future conditions or circumstances that exist outside of the control of the project team that will have an adverse impact on the project if they occur. Successful project managers try to resolve potential problems before they occur. This is the art of risk management.



8.0 Manage HR. The best project managers do a good job managing the project management processes, plus do a good job acquiring, developing and managing the project team.

9.0 Manage Quality. The purpose of the quality management step is to first understand the actual expectations of the customer in terms of quality, and then put a proactive plan and process in place to meet those expectations.

10.0 Manage Metrics. Metrics are used to gather quantitative data for decision making, and can tell you whether you are meeting expectations. Metrics are also tracked over time to provide an indication as to whether there are worrisome trends that may need to be addressed.

Summary

The TenStep Project Management Process is designed to provide the information necessary to successfully manage projects of all kinds. It contains the information you need to be a successful project manager, including a step-by-step approach, starting with the basics and getting as sophisticated as you need for your particular project. TenStep is a flexible and scalable methodology for managing work as a project. The basic philosophy is “large methodology for large projects, small methodology for small projects™”. TenStep shows you what you need to know to manage projects of all size.