

CITY BANK IRAQ ATM PROJECT

INTRODUCTION

CE1.1. CITY BANK IRAQ ATM PROJECT had started in first of June 2016 and had finished in 30th of October 2016 in city development and Innovation (CITYDI) Company that is located No 22, 16th East ST, Beyhaqi Blvd, Argentina Square, Tehran, Iran. Carrying out the project has done in a workshop which rented around Tehran city. The employer of the project was City Bank of Iran and CITYDI Company as a subsidiary of CITY BANK determined to implement the project. As an industrial engineer in CITYDI Company, I was working as the planning and control project & quality control specialist in the project.

BACKGROUND

CE1.2. CITYDI Company as a subsidiary of CITY BANK was founded in 2010 with the aim of banking applications production, development of Internet solutions, infrastructure activities, database activities, programming, designing and implementation of Modern banking methods for banking system. This company arose to accelerate the CITY BANK projects implementation in the fields of IT and computer.

CE1.3. In recent years, due to departure of pilgrims to Karbala, providing banking facilities to enhance the welfare and also serve them was the main objective of the Central Bank of Iran. With this purpose the CITY BANK implemented the plan of preparation and delivery of 25 ATM in format of CITY BANK IRAQ ATM PROJECT. This project was assigned to the company according to the CITYDI Company's job description.

CE1.4. This project deployed & equipped 10 containers with 15 ATMs and also procurement and equipment of 10 ATMs to deploy hotel lobbies in Karbala. As mentioned it was supposed to set 15 ATMs inside 10 containers that located around city of Karbala. There were several steps to implement this project which were:

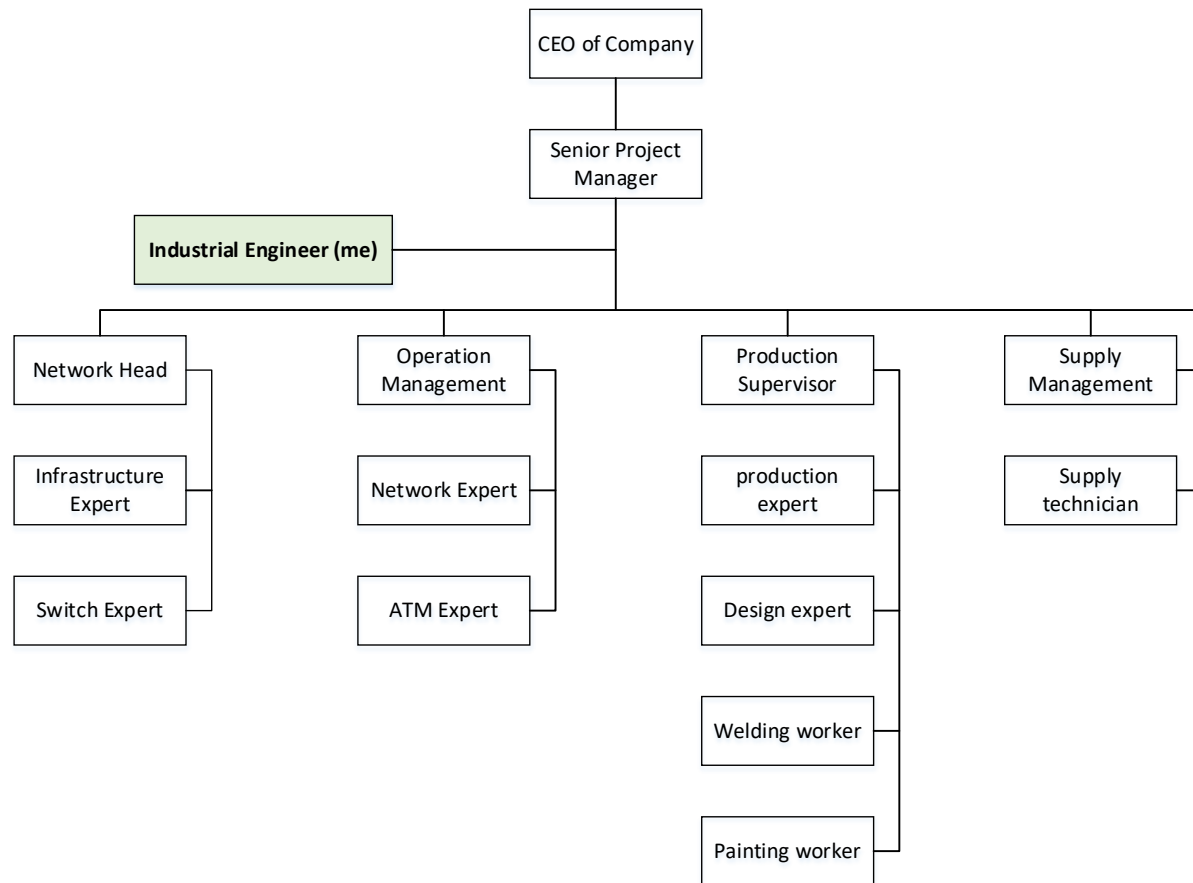
- 1- Procurement of ATMs and modems
- 2- Procurement of containers
- 3- Configuration & test of infrastructure communications
- 4- Online communications with internal equipment of CITYDI Company.

CE1.5. Factory area of 1500 square meters was leased for the project. The factory was divided into 4 parts:

- 1- The technical part; to equip and prepare ATMs
- 2- The industrial part: to construct of containers
- 3- The painting section: to paint the containers
- 4- The assembly section: to assemble, final quality control and sealing the containers.

These parts were separated with temporary walls to prevent entry of smokes and dusts & increase security. To do office work, a temporary office built in technical part.

CE1.6. This is Organizational Chart of personnel and specialists involved in the project:



CE1.7. Description of the tasks assigned to me during the implementation of project was as follow:

1. **Planning and controlling the project:** I was responsible for planning, control and monitoring of timing , material and equipment and human resources
2. **Produce & Develop Project Gantt Chart :** Producing project GANTT CHART in excel software and import it to MSP software
3. **Specify implementation Tasks of the project:** assign tasks of projects and follow their implementation on time, Submission the tasks with Coordination of units & the experts
4. **quality control of the project:** Making check lists to quality control of products and documentation of the tasks
5. **Produce daily and weekly reports:** produce reports of planning progress and actual progress, the earliest start time and the latest finish time of tasks and presentation these reports to senior project manager
6. **quality assurance of the project:** Product and Process Audition of project to ensure perfect quality
7. **delivery products and coordinating:** Delivery products to employer representative & coordinating organizations to export the products to Iraq
8. **Coordination of the support team:** Coordination support team to deploy to Iraq and Preparation needed spare parts

PERSONAL ENGINEERING ACTIVITY

CE1.8. previously I was responsible for project management of IT and industrial projects separately which brought different experiences. Also I had spent training in the field of quality control systems and “project management”, “financial management”, “inventory control and “project control” courses in university.” I’ve tried to use my experiences in the fields of IT, industrial and workshop According to studies in the field of “project management systems.

CE1.9. I was participating as an industrial engineer in this project. For this purpose, after I had determined different stages of project tasks in a meeting with the senior project manager, firstly I should do the necessary planning to coordination of personnel and sections that were participated in project. After determining project steps and different units involved in the project, I was responsible for the coordination and communication between units and ensure that each unit do its subset activities rapidly and swiftly. I also was responsible for quality control of constructing activities and assemblies with perfect documentation & coordinating with organizations, check the status of the border in order to obtain the necessary documents and sent out the project equipment to Iraq.

CE1.10. At the beginning of the project, I divided my duties into two main sections based on meeting with the senior project manager. The first one contains planning and control project, preparing reports and coordination with different units. The second one contains quality control of processes, quality control of products and project documentation.

CE1.11. firstly after specifying all the project tasks, durations, priorities and predecessors in meetings with managers, supervisors and head of departments, I had entered all the tasks in the Microsoft excel file. Then I hold a meeting with senior project manager and we specified project start. Finally with use of project management (MSP) software I had entered task, duration and etc. and after that I traced project Gantt chart. I determined critical task and regular reports according to my courses in control project in university and my previous experiences using MSP software.

CE1.12. I had set and hold a meeting with CITY BANK representative (as employer’s representative) and senior project manager. I have presented the project Gantt chart and critical tasks in the meeting. CITY BANK representative asked our senior manager to decrease project duration, so that we hold another meeting with project members to increase daily working time, because of we couldn’t increase the number of human resources of project anymore. I added compulsory overtime at the end of the working day and weekend’s time, I also have changed the predecessors of some tasks and changed start of some critical tasks. After reform project duration, I sent the final Gantt chart for the CITY BANK representative and he had confirmed it.

CE1.13. the construction step had started after the transfer of purchased equipment and raw materials to the workshop. I prepared progress reports database in excel file. I formulated this excel file in a way that the most accurate of progress achieve. Also because I was the responsible for quality control, every day I must attended in the workshop before the start of activities and I attempted to update the reports after the end of the last task. The project was done on time and delivered to the City Bank according to the detailed plan, on time procurement of equipment and constantly tracking of me.

CE1.14. I'd declared the project tasks to the members of project right after the project planning stage. I separated the projects task lists regarding to units and presented to each of them & prepared progress reports of tasks simultaneously. Also prepared S-curve reports, banana reports and other charts, gathering information of tasks status, by determining the daily planning and actual progress and comparing them together and represent them to the senior project manager and CITY BANK representative.

CE1.15. Procurement step quickly started after planning the EPC project. By considering the importance of the project, the workshop was needed to implement project and also equipment and raw materials required for the project should be prepared quickly. I prepared raw material and equipment lists and determined deadlines of procurement for the supply management unit quickly according to my studies & experience around supply chain management.

CE1.16. The construction level of products had started after delivery of raw materials and equipment to the workshop. I have monitored tasks of units and observed matching it with schedule plan continuously. I prepared check lists with cooperation of variety project specialists to determine quality of the task done according to my previous lessons in university as "Quality Control Management", the period which I have participated such as "Product Audit", "Process Audit" and my experiences as the ISO auditor. I completed check lists during each step and made reports to offer in projects coordination meeting. All the reports and documents should be sent to employer based on the senior project manager determination so I have done a complete documentary of reports, charts, checklists and specially equipment codes and the container numbers.

CE1.17. I had declared project's critical path which was related to container construction task that was going to be done by one of the suppliers. Because the break of the contract with this supplier there was the risk of failure in deliver the project on time. Due to severe time limit if the delay exceeds 1 week in the delivery of project there was the possibility of cancellation of the project completely. That is why the supply management unit was ordered to prepare quickly necessary equipment for constructing containers. Senior project management ordered me as the industrial engineer of the project to change the combination of the human resources, time, costs, start time and task predecessors in a way that construction of the container to be done within the CITYDI Company. I hold a meeting with the supervisor of production and planned the new tasks added to project, so in the meeting we agreed to increase working hours, number of human resources and change the dates & duration of some tasks and synchronization some of the tasks. Then I've planned new Gantt chart of the project. I also designed new quality control check lists to get sure that all the containers are well constructed. Project delivered to the employer on time despite of making containers due to the timing and proper implementation of the tasks.

CE1.18. One of the other challenges of the project was to transferring the equipment to outside Iran's borders, if quality control of any of the equipment was not 100%, any defect in equipment could cause heavy financial losses. As the industrial engineer I have planned detailed check lists for each level of construction until carrying the load. I controlled the dimensions, telecommunications infrastructure and spare parts that were in the containers. As the industrial engineer after the confirming the check lists by the senior project manager and CITY BANK representative, I did the ultimate control and sealed each of the containers and hanged the quality control label on equipment.

CE1.19. Throughout the project, due to high urgency of projects deadline; my strategy was to monitor the progress of tasks on schedule. Also considering the change in project tasks, I paid special attention to the critical tasks. I was responsible for coordinating the different units and I tried to create an active atmosphere and follow up higher priority activities to provide condition for on time project progress. In addition with on time project reporting to the senior project management and CITY BANK representative and financial manager, I provide the ability of receiving on time project costs.

SUMMARY

CE1.20. Before the project, I'd experience in Industrial projects & also I earned experience in IT and banking field in CITYDI Company. The implementation of this project, with all its compilation of Industrial and IT projects happened for the first time for me. I had tried to use my previous experience in both industries and combine various aspects of them to do my responsibilities in the best way. Also I was responsible for planning, controlling, monitoring, quality control and quality assurance of the project, implementation of this project helped me to increase my ability in affording several task at the same time. In addition of doing specialized activities, I did non-specialized activities such as coordination with units, buying container and so on that helped me to perform my communication ability as well. In this project I have tried to use my studies and courses in project management systems. Due to accurate Planning and control and also with effort of all of other project members, this project had finished on time. As aspects of accurate check lists and appropriate quality control of me, good service provided by the products.