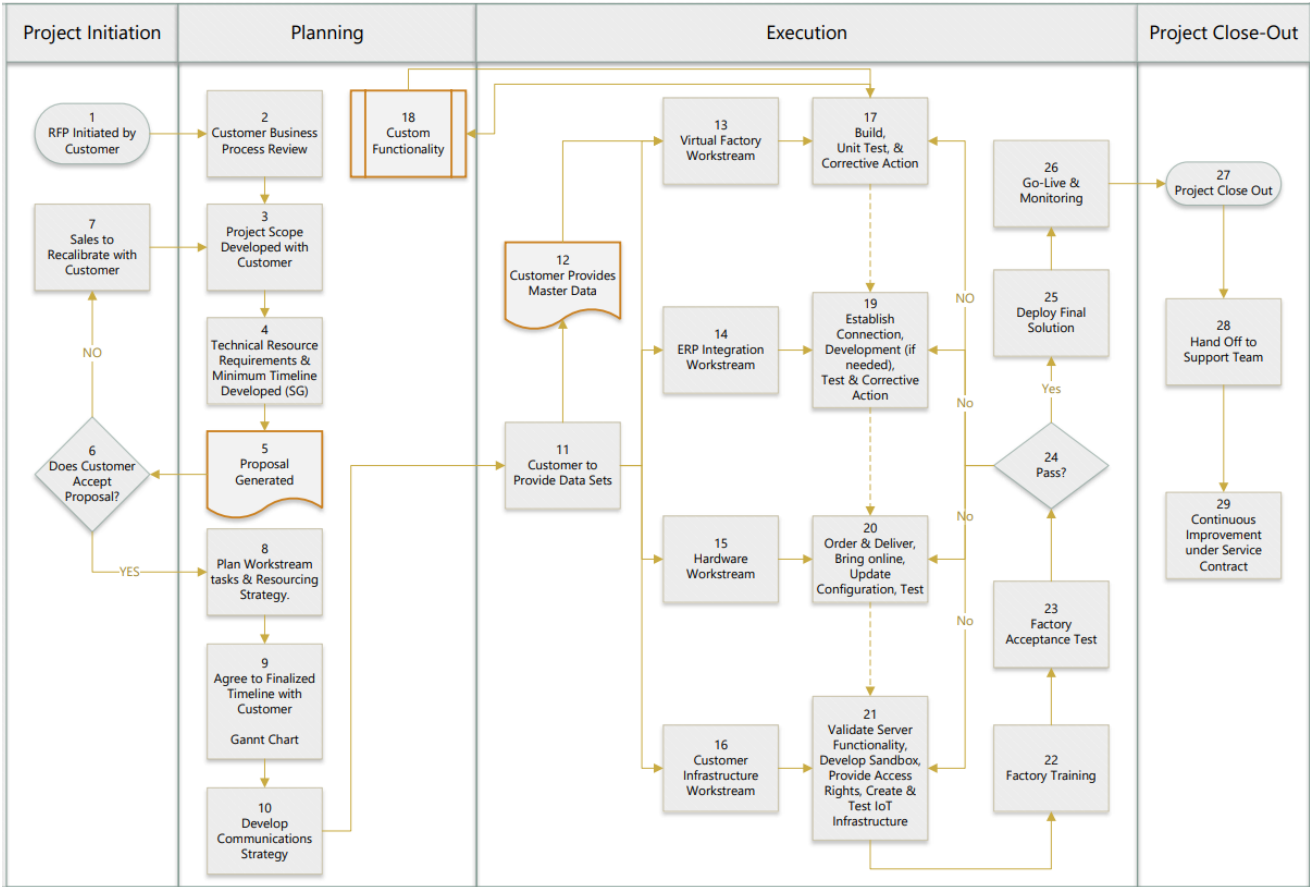# Project Management Policy

Introduction

SG Systems Global is committed to providing professional Project Management to new and existing customers to ensure comprehensive solution delivery within the agreed timeline. This service provides our customers with the security that the solution will deliver the intended benefits in the time agreed upon by both parties.

Project Management Process Flow Chart

Project Management Process

All projects will take a four-phased approach – Initiation, Planning, Execution, and Project Close-Out before being handed off to our subscription technical support function for ongoing support.

Project Initiation

The project is initiated when a request for proposal is received by SG Systems Global. Prior to offering a proposal, SG Systems Global will conduct a Customer Business Process review and align on a scope, necessary resourcing, and initial rough proposed timeline for the project. A proposal will be offered to the customer and if accepted may move onto the next phase.

Project Planning

At the point that the project is approved by the customer. SG Systems Global will work directly with an assigned point of contact at the customer who has the authority to make decisions and allocate resources to

the project. The projects will be planned into appropriate workstreams with similar tasks strategically grouped together under those workstream headers. Additionally, resources from both SG Systems Global and the customer will be assigned to each task with expectation of ownership to deliver the task to completion. A timeline will be finalized with risk mitigation and contingencies included. A communications strategy will be agreed upon.
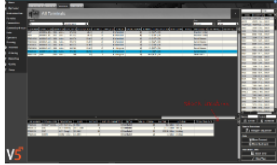
Project Execution

Once planning is complete, the project may begin to be executed as outlined during the planning period. The execution phase will start with the customer providing all necessary data and formulae for upload and testing usage within the virtual factory. Project execution will be tailored with workstreams necessary to deliver the project to satisfactory completion. Those workstreams may include all or some of the following based upon the solution set:

- o Virtual Factory – Build, configure, and customize V5 MES and/or WMS software to meet the customer requirements. Complete unit testing and make corrections as necessary. Details of any purchased customizations will be explored and designed at this point for further testing.
- o ERP Integration – Complete API or file sharing integration to ensure that data flows smoothly between the customer's ERP and V5. Complete unit testing and make corrections as necessary.
- o Hardware – Order and deliver purchased hardware including terminals, tablets, scanners, and scales, etc. to the customer's site. Configure, bring online, and test the hardware.
- o Customer Infrastructure – Ensure that the customer has provided the proper server and server specifications. Provide SG Systems Global with access and authority to the server through any firewalls to complete project requirements as well as be able to provide ongoing support. Ensure that the customer has set up the appropriate IoT infrastructure for the solution set to work including firewall management.

All actions will be tracked, and issue logs will be maintained and shared per the communication strategy.

Example Issue Log:

		Type		Name		Assigned To	Detail		Status ↑		Issue ID		Priority	
1	☐			Include Jared on a Call		Jason Galloway			Open		ISS-00811		Medium	▾
2	☐	Software Dev		Over Receipt		Dale Punchard	Supervisor override for the WMSRestrictOve		Pending SG		ISS-00730		Medium	▾
3	☐	Configuration		Production Plan Addition		Dale Punchard	Rustic Crust would like the ability to set the		Pending SG		ISS-00743		Medium	▾
4	☐	Software Dev		Stock Returns		Dale Punchard	They would like the ability to return stock fro		Pending SG		ISS-00762		Low	▾
5	☐	Labels		Label Format		Dale Punchard	• Add pallet label to include custom batch • Remove Item Code • Add Job Number • Smaller SG Batch Number font size • Reduce size of formula description		Closed		ISS-00391		High	▾

The project execution phase will combine the workstreams in time for factory training and factory acceptance testing. Final deployment of hardware and software will be executed, and a Go-Live, either with or without SG Systems Global support, will occur.

Project Close-Out

Upon successful Go-Live and a monitoring period, the customer will be handed off to the SG Systems Global Support team for continuous improvement and technical assistance. The project will be closed out and invoiced.

Issue Status

The issue status is indicated by the version number in the footer of this document. It identifies the issue status of this Change Management Policy. When any part of this Change Management Policy is amended, a record is made in the Amendment Log below. The Change Management Policy can be fully revised and re-issued at the discretion of the Management Team. The Change Management Policy will be reviewed every quarter as standard.

Date	Issue Number	Amendment Details	Changer	Authorized By
10th January 2023	1	1st Issue Authorized	Jared Jurkowski	Stuart Hunt