# **Module 4: Suburban Homes Construction Project**

Text

## **Chapter 14 Student Action Required**

Read case information and develop the tool(s) for the project as directed.

1. *Develop a communication (formal and informal) plan with details about frequency, intended receivers, and medium of communication.*
2. *Review and modify the change management plan.* **NOTE: *This task is not required for the assignment.***
3. *Monitor risks and develop a risk response plan.* **NOTE: *This task is not required for the assignment.***
4. *Revise the quality assurance plan and incorporate new quality control tools and techniques.* **NOTE: *This task is not required for the assignment.***

## **Chapter 15 Student Action Required**

Read case information and develop the tool(s) for the project as directed.

1. *To improve customer satisfaction, Suburban Homes is planning to redeﬁne its closeout process. Adam Smith has requested that you develop a checklist for closing the project. The closeout process must address the following:*
* *Improve morale and instill a sense of achievement in the project team. Enhance customer satisfaction.*
* *Close the contract properly to avoid future legal implications.*
* *Provide Suburban Homes with a detailed project cost.*
* *Capture lessons learned for easy retrieval and use them to improve the performance of future projects.*