1. Consider the following information about a project:

|  |  |
| --- | --- |
| Customer Complaint | Frequency/Week |
| Customer is on hold too long | 90 |
| Customer gets transferred to wrong area | 20 |
| Service rep cannot answer customer’s questions | 120 |
| Service rep does not follow through | 40 |

Create a Pareto chart in **Excel** based on this information.

2. Project HR Management.

a. Very briefly describe situations where it would be appropriate to create a responsibility assignment matrix, a RACI chart, and a resource histogram.

b. In a sentence, what is the difference between resource loading and resource leveling? Provide an example of when you might use each technique.

3. Project Communications Management.

a. What key items should a communications management plan address?

b. How many different communications channels does a project team with six people have? How many more communications channels would there be if the project grew to ten people?

4. General.

a. What is the triple constraint?

b. What is a PMP certification? What do you need to do before you can take the PMP exam?

c. In one short paragraph, describe how organizational culture is related to project management.