WEEKLY PROJECT REPORT

North Quay customer enquiry portal

Week ending 6 November 2026

AMBER

Status is Amber (delivery lead Mia Chen). The pilot with the first 12 support staff is still agreed for 24 November 2026. It cannot start until the supplier confirms in writing that the portal can use the shared mailbox.

Progress this week

- 18 of 20 acceptance checks passed.
- Jordan Ellis finished the first quick-start guide on 5 November. Staff training is booked for 17 November, with Jordan running it.

Problems and risks

- Supplier's written shared-mailbox confirmation is outstanding and blocks the pilot. Mia Chen will obtain it by 11 November.
- Two acceptance checks are open: duplicate confirmation emails and the incorrect footer address. Sam Patel owns both fixes, due 10 November.
- Budget (finance note, 6 November): forecast total £16,400 against £18,000 approved. The forecast already includes spend and commitments.

Approved budget	Actual spend	Commitments	Forecast total
£18,000	£6,200	£3,300	£16,400 (includes spend and commitments)

Decision needed

Decision maker: **Alex Morgan** / Due: **By 11 November**

Approve staff cover for the training session on 17 November: either 90 minutes or two hours. Jordan Ellis recommends 90 minutes.

Approval state: Requested, not approved.

Next actions

Action	Owner	Due
Fix the two open defects	Sam Patel	10 November
Obtain supplier's written shared-mailbox confirmation	Mia Chen	11 November
Send training invitations	Jordan Ellis	12 November

Checks before sending

FOR THE REPORT AUTHOR: private review notes. Remove this section before sending to the sponsor.

☐ Defect fixes are due 10 November. Confirm with Sam Patel whether both are closed before sending.

☐ Confirm whether Alex Morgan has decided on staff cover. Invitations are due 12 November, the day after the decision deadline; the notes do not say whether they depend on it.

☐ A customer satisfaction survey for the pilot was discussed only. No owner or commitment was agreed, so it is not listed as an action.

☐ Due dates for the decision and actions give no year in the notes. 2026 is assumed from the week ending date.