WEEKLY PROJECT REPORT

North Quay customer enquiry portal

Week ending 13 November 2026

RED

Acceptance testing is complete and the mailbox permission issue is closed. The supplier cannot provide a production change window before 27 November, so the approved 24 November pilot date is at risk. The forecast cost is £1,200 above the approved budget.

Progress this week

- All 20 of 20 acceptance checks now pass.
- Sam fixed the duplicate-email and footer-address defects on 10 November. Both are closed.
- The supplier approved shared-mailbox use in writing on 11 November. This permission issue is closed.
- Alex approved 90 minutes of staff cover on 11 November.
- Training remains booked for 17 November. Jordan sent invitations on 12 November and all 12 staff have accepted.

Problems and risks

- The supplier says its production change window is unavailable before 27 November. This is the earliest possible window, not an agreed replacement pilot date.
- The approved pilot date remains 24 November. Mia says it is at risk. Alex has not approved a revised date.
- The forecast total cost at completion is £19,200, which is £1,200 above the approved budget of £18,000. Extra funding has been requested but not approved.
- The support rota must be updated before the pilot. No owner or calendar due date has been agreed.

Approved budget	Actual spend	Commitments	Forecast total
£18,000	£10,100	£4,400	£19,200 (includes spend and commitments)

Decisions needed

Decision maker: **Alex Morgan** / Due: **By 16 November**

Approve or reject the £1,200 request above the approved budget.

Approval state: Requested, not approved

Decision maker: **Alex Morgan** / Due: **Not supplied (no deadline agreed)**

Decide whether to move the pilot date, once Mia has the supplier's response.

Approval state: Revised date not approved. 24 November remains the approved date.

Next actions

Action	Owner	Due
Ask the supplier for an earlier production window.	Mia Chen	16 November
Run the staff training session.	Jordan	17 November
Update the support rota.	Not supplied	Before the pilot (no calendar date supplied)

Checks before sending

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

- ☐ Support rota action has no owner and no calendar due date. Assign both before sending.
- ☐ The pilot date decision has no agreed deadline. Confirm whether Alex wants one set.
- ☐ Forecast £19,200 is £4,700 more than spend plus commitments (£14,500). Confirm with finance that this is estimated remaining cost, as the finance note states the forecast already includes both.
- ☐ If the pilot moves, confirm the 17 November training and approved staff cover still line up with the new date.
- ☐ Customer satisfaction survey left out: it is an idea only, with nothing assigned or approved.