

# **Monitoring and Controlling Process Group Artifacts**

13.4 Control Stakeholder Engagements

13.4.3 Organizational Process Updates (Outputs)

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**13.4.3 Organizational Process Assets Updates (Outputs):** this is an essay to explain an output from the Controlling Stakeholder Engagement process. Organizational Process Assets (OPA) updates can include getting feedback from project stakeholders. PMI (2013) states this is information received from stakeholders concerning project operations can be distributed and used to modify or improve future performance of the project (pg. 415).

Feedback is an essential tool in all work organizations. Especially when it relates to stakeholders and meeting the needs of customers. If project managers do not know if they are engaging stakeholders in a timely manner, performance can suffer and goals may not be met. Getting feedback from stakeholders should be ongoing and project teams should cultivate an organizational culture to where there are open channels of communication continuously. Feedback can be done in the morning stand up meetings. It can also be done through surveys on how the project teams can do better.

In my work organization, feedback allows supervisors and employees to get an idea of work performance along with education and professional development. It enables supervisors to track quality and quantity of work being done. Feedback sessions also provides employees an opportunity to give their sides of the story and provide insight on how things could be done better or improve various processes.