

Project Closure Plan – BlackRock KY3P Vendor Training Program

1. Introduction

The *BlackRock KY3P Vendor Training Program* successfully trained and onboarded vendors onto the KY3P platform, ensuring they could navigate the system efficiently. Running from February 18, 2021, to July 30, 2021, the project included structured training sessions, live platform demonstrations, vendor support, and continuous monitoring. This Closure Plan outlines the final steps, deliverables, and performance evaluation to ensure proper handover and documentation.

2. Project Objectives & Success Criteria

Project Objectives:

- Train vendors to efficiently use the KY3P platform.
- Ensure seamless vendor onboarding through structured training.
- Provide ongoing support and issue resolution for vendors.
- Deliver final reports and lessons learned for future training improvements.

Success Criteria:

- $\geq 80\%$ vendor training participation rate achieved.
- $\geq 90\%$ onboarding completion by vendors.
- 80%+ satisfaction rating from vendor feedback.
- Training materials and documentation handed over to BlackRock.

3. Final Deliverables

Deliverable	Status	Completion Date
Training Sessions	Completed	July 15, 2021
Vendor Onboarding Support	Completed	Ongoing until July 2021
Performance Tracking Reports	Completed	July 20, 2021
Final Training Wrap-Up Report	Completed	July 30, 2021

4. Performance Evaluation

Metric	Target	Actual Result	Status
Training Participation Rate	≥ 80%	83%	Achieved
Onboarding Completion Rate	≥ 90%	92%	Achieved
Vendor Satisfaction Score	≥ 80%	85%	Achieved
Support Query Resolution Time	≤ 24 hours	22 hours avg.	Achieved

Tracking these KPIs ensured the training program successfully met its goals.

5. Lessons Learned

5.1 What Worked Well?

- Live demonstrations significantly improved vendor understanding.
- Flexible training schedules helped increase participation rates.
- Structured follow-ups ensured vendors completed onboarding.
- Proactive issue resolution enhanced vendor experience.

5.2 Areas for Improvement

- More interactive sessions could further boost engagement.
- Earlier risk assessments would have minimised initial technical challenges.
- Automated support tools could improve response efficiency for future training.

6. Risk Management & Resolution

Risk	Impact	Resolution	Status
Low vendor engagement	High	Flexible training schedules & follow-ups	Resolved
Technical challenges during training	Medium	Pre-session checks & troubleshooting	Resolved
Delayed vendor responses	Medium	Implemented structured follow-ups	Resolved

7. Project Closure Activities

7.1 Final Reports & Documentation

- Final Performance Report – Summarised training participation, onboarding success, and feedback.
- Lessons Learned Document – Captured key insights for future vendor training improvements.
- Training Materials & Session Recordings – Provided to BlackRock for reference.

7.2 Stakeholder Handover

- BlackRock received full documentation on vendor training progress and outcomes.
- Project materials, training guides, and recorded sessions were handed over for future onboarding.
- Final meeting conducted with BlackRock to discuss results and recommendations.

7.3 Formal Project Closure Approval

Authorized By	Signature/Approval
Project Sponsor	BlackRock
Project Manager	Shirsh Kumar

8. Conclusion

The *BlackRock KY3P Vendor Training Program* was successfully executed, achieving its goals of training vendors, ensuring seamless onboarding, and providing ongoing support. The structured closure process ensures all deliverables are finalised, insights are documented, and stakeholders receive the necessary materials for future improvements.