

1. Task Initiation

- **Description:** The task is newly created and awaits assignment and scheduling.
- **Actions:** Assign to relevant team members, define objectives, and set priorities.
- **Handling Overdue:** If a task is not moved from this stage within 24 hours, notify the project manager for reassessment.

2. In Assessment

- **Description:** The task details are being reviewed to ensure all requirements and resources are identified.
- **Actions:** Assess resource needs, check prerequisites, and verify timelines.
- **Handling Overdue:** Automatic reminders are sent daily until the task is moved forward, with escalation to higher management if not resolved within 48 hours.

3. In Progress

- **Description:** The task is actively being worked on by the assigned team members.
- **Actions:** Regular updates, time tracking, and interim reports.
- **Handling Overdue:** Daily progress reports are required. If progress stalls for more than two days, an immediate review and action plan must be implemented.

4. In Review

- **Description:** The completed task is under review to ensure it meets all requirements and quality standards.
- **Actions:** Conduct thorough reviews, quality checks, and feedback collection.
- **Handling Overdue:** A review cycle should not exceed three days. Delays trigger a review meeting to resolve any issues promptly.

5. Completed

- **Description:** The task has been reviewed and approved, marking its completion.
- **Actions:** Document the task outcome, archive records, and celebrate the success.
- **Handling Overdue:** If closing actions are delayed, ensure a follow-up meeting to address any leftover administrative tasks.

Handling Overdue Tasks and SLA Breaches

1. **Automatic Alerts:** Set up automatic notifications and alerts for tasks approaching their due dates. If a task's SLA is crossed, an alert is sent to the task owner and project manager.
2. **Escalation Procedures:** Define clear escalation paths for tasks that remain overdue. For instance, if a task is overdue by more than two days, it is escalated to the department head for immediate intervention.
3. **Regular Monitoring:** Implement a dashboard that highlights overdue tasks and SLA breaches. This allows for real-time monitoring and proactive management.
4. **Follow-up Meetings:** Schedule regular follow-up meetings specifically to address overdue tasks. Discuss the reasons for delays and develop strategies to prevent future occurrences.

5. **Resource Reallocation:** Reallocate resources if a task is stalled due to lack of manpower or expertise. Ensure that the task has the necessary support to move forward.
6. **Feedback Loop:** Establish a feedback loop to learn from SLA breaches and overdue tasks. Use these insights to improve task estimation, resource allocation, and process efficiency in future projects.

By incorporating these stages and strategies into Zoho Projects, you can ensure a structured, efficient, and responsive workflow for managing tasks related to logistics and other operational areas.