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| **Prepared by:** |  |
| **Version:** |  |
| **Date:** |  |
|  |  |
| **Project Sponsor:** |  |
| **Process Owner:** |  |
| **Process Improvement Manager:** |  |

**Project Charter**

**Project Title here**

**Approval Signatures:**

|  |  |
| --- | --- |
| Champion | Process Owner |
| Process Improvement Manager | Other (as required) |

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**1.0 EXECUTIVE SUMMARY**

The Project Charter should open with an executive summary of around 50 words that outlines the focus of the project. It should highlight the customer and business impact of the problem that the project wishes to address. Technical terms, abbreviations and jargon should be avoided

State the Defect Definition and explain the undesired “Effect” which the process is generating. Do not include causes or solutions at this stage. Include baseline data if available and define the measurement source. Include planned timeframe for project completion and ensure SMART objectives are met.

**2.0** **BUSINESS CASE**

The Business Case links the project to the strategic priorities of the business, answering:-

* *How will this project drive business initiatives and goals?*
* *How will this project impact the customer?*
* *Why is it important to do now? Why is it a priority?*
* *What are the consequences of not doing it now?*
* *What are the financial benefits (incremental revenue and/or cost reductions)?*

*The fundamental elements of the Business Case should be provided by the Project Champion*

**3.0 PROBLEM AND GOAL STATEMENTS**

##### The purpose of the Problem Statement is to describe what is wrong

*The Goal Statement defines the teams improvement objective.*

*Two key questions should be foremost to a team at each phase of DMAIC:-*

* *What are we working on? (Where are we today?)*
* *What are we trying to accomplish? (Where do we want to be?)*

*The Problem and Goal Statements should make the answers to these questions visible*

**4.0 PROJECT SCOPE**

The Project Scope focuses attention on the boundaries and resources of the team’s process improvement effort. It should clearly define the following:-

* *What process will the team focus on?*
* *What are the boundaries of the process we are to improve? (Start Point/Stop Point)*
* *What resources are available to the team?*
* *What (if anything) is out of bounds for the team?*
* *What (if any) constraints must the team work under?*

A scope that is too broadly defined can lead a team to propose solutions that are outside its influence or resource capability to implement.

*On the other side, too narrow a scope can produce solutions with limited (and often disappointing) results.*

**5.0 PROJECT ORGANISATION**

This section should detail how the team will be structured, and how it will interact with the organisation as a whole. Well-defined roles help ensure the smooth working relationships within the team, and with key influencers in the organisation

* How do you want the Champion to work with the team?
* Is the teams role to implement or to recommend?
* When must the team go tot the Champion for approval?
* What authority does the team have to act independently?
* What will be the role of the Process Improvement Manager?
* Are the right members on the team? Functionally? Hierarchically?
* What time commitment is expected from each team member?, What will happen to their ‘Day Jobs’?

**6.0** **MILESTONES**

Your team should establish target dates for completing key tasks in the DMAIC process. Your Charter should include:-

* A detailed project plan tied to phases of the DMAIC process, with target completion dates

Milestones provide a sense of urgency, a feeling of accomplishment and help ensure the timely achievement of results. As a minimum, your team should set dates for end of phase reviews with your Champion to review what you have found, your next steps, and any issues that you need to resolve before moving forward. Your plan should also be:-

* Aggressive
* Realistic
* Documented and shared with the Champion and all project team members
* Updated regularly

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| --- | --- | --- |
| DMAIC Stage | Deliverable | **Completion** **Date** |
| DEFINE |  |  |
|  |  |
|  |  |
| MEASURE |  |  |
|  |  |
|  |  |
| ANALYSE |  |  |
|  |  |
|  |  |
| IMPROVE |  |  |
|  |  |
|  |  |
| CONTROL |  |  |
|  |  |
|  |  |

**7.0 COMMUNICATION PLAN**

Your Charter should detail how your team will communicate both internally and externally during the project

The Communication Plan should detail how, and by what medium the key stakeholders will be updated with the projects progress. For example, you may wish to update the Champion with a weekly email, and ask that he attend a project team meeting at the end of each DMAIC phase. You may wish to update customers by means of a website, or employee groups by inserting content into team briefings

The plan should be communicated to all major stakeholders to make them aware of how, how often, and from whom they will be updated with your progress

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Communication Type** | **Audience** | **Frequency** | **Responsibility** | **Delivery Mechanism** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

**8.0 PROJECT ASSUMPTIONS**

Finally, you should state in your Charter any assumptions that you have made. If after completing any phase of the DMAIC process you find that an assumption appears to be incorrect, you may have to rethink the scope, milestones, or indeed any section of the Charter. It may be that a project has to be extended, contracted or even abandoned