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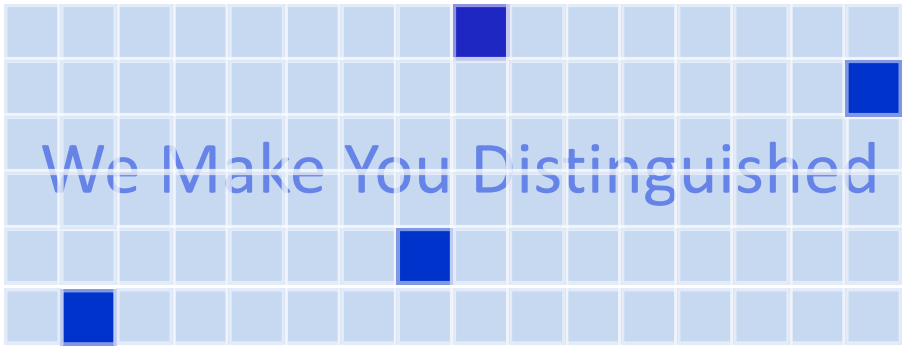

International School Of Business Excellence

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Project Charter - Sample

Project title and Description (*What is the project?*) **-**

Online Ordering System improvement - IT Project

Two quarters it has been observed that our customers longer to place the order using our online ordering system to place the order however it is taking less time through our competitor's online ordering system.

This project is to identify the potential causes of this problem and to propose a viable solution. Development and implementation of the solution will be e plant subsequent phases.

Customer relationship team has identified some record which will help the project team analyze the issue. The quality control department has detailed record of their findings, which will contribute to the analysis work on this project.

Project Manager Assigned and Authority Level (*who is given authority to lead the project and can determine, manage and approve changes to budget, schedule and team assignment*)-

Vihaan Raje will be the project manager for this project and will have the authority to select team members and determine the final project budget and schedule.

Business case (*Why is the project being done? On what financial or other basis can we justify doing this project. Describe the project purpose and justification*).

Because it takes many customers 2 times longer to place orders using our online ordering system than it takes to place similar order through our competitors system. Our company is losing number of customer. The CRM team also observed considerable decrease in customer satisfaction as a result of this problem. The objective of this project is to design a solution to prevent decrease on number of customer. We expect that improved customer satisfaction will increase revenue of the company in the third quarter by at least 30%-40% due to a decrease in service call and incomplete orders. On the other hand, we hope the project will generate ideas on improving customer satisfaction while determining how to address the problem with our online ordering system.

Resources physical and human (*How many and which resources will be provided*)

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Two IT analysts have been assigned and dedicated to the project because of their expertise in the computer systems of this type. Other resource will be determined by the project manager during planning.

Key stakeholder list (*Who will affect or be affected by the project, as known to date?*)

Key stakeholder include Vikas Gupta representing quality control, Benjamin in customer services, Ajay Verma in Marketing, These stakeholders will be available as needed.

Stakeholder requirement as known (*Requirements related to both project and product scope*) -

Attached to this document are the detailed specification for the existing system along with the requirements the existing system was designed to meet. It is expected for this project will not change the existing system but rather make a recommendation for improving it.

The project includes utilizing the data available from Quality Control.

High level product description/Key deliverables (What *are the key product deliverable and what will be the end result of the project*?) -

Interim deliverables will include:

1. Detailed customer ordering flow

2. Analysis of the time it takes to complete each step of the ordering process

3. Recommended changes

4. Estimated time and cost of the proposed change

5. Work Breakdown Structure (WBS)

6. List of risk

The final deliverable will be a report that outlined what can be changes, how much it will cost, the expected decrease in the time it will take to place an order, and what work will need to be done to implement the solution

High level assumption (*What is believed to be true or reliable in the situation? What so we believe to be the case but do not have proof or data for?*)

The existing requirement for the current system (aside from those relating to the speed of the order entry) are sufficient and correct for an online ordering system that is four times faster than the current system.

- The current network will be able to support the program changes.
- No new hardware will be required
- The current SME and developers have the expertise to evaluate the problem and recommend a solution that will achieve the objective.
- Internal resource will have time to work on the project in addition to their current responsibilities.

High level constraints (*What factor may limit our ability to deliver? What boundaries or parameters will the project to function within?)*

WBS must be complete in two weeks.

Risk register is due in three weeks.

The scope limited to identifying a solution that will reduce the time it takes to complete an online order.

Measureable project objectives (*how does the project tie into the organization's strategic goals? What project objective support these goals? The objective must be measurable and will depend on the defined priority of the project constraints*)

The objective of this project is to develop a solution that will improve customer satisfaction rates for online orders to 95% by reducing the time customer spend placing orders to 25% of the current time. Scope and customer satisfaction are the top priorities on this project, closely followed by schedule and then cost,

1. Summary milestone schedule: Due no later than September 1, 2020

2. Preapproved financial resources $40,000.

Project Approval requirements (*What items need to be approved for the project, and who will have sign-off authority?*

Approval for this project includes:

- The sponsors will approve the WBS before planning efforts continue
- The sponsors will approve the list of risks before planning efforts continue.
- The sponsor's will give final project approval.

Overall project risks (*Overall potential threats and opportunities for the project*) -

- Because this project analyzes customer satisfaction, the project may help generate ideas to improve customer satisfaction, resulting in higher level of customer retention.
- Because we are using internal resource o analyze and propose a situation, it is possible that they may not be aware of all possible solution and the proposed solution may be inadequate to address the problem successfully.
- Because this problem is greatly troubling to our customer, product delay could result in lost customer, further jeopardizing the likelihood of meeting this year's sales goals.
- Because assessment of this system is difficult, implementation of the proposed solution to the change the system could impact other business functions.

Project exist criteria (*What needs must be met so that the project manager will be able to close or terminate the project or phase?*)

A final report will include a description of the solution, how much the solution will cost and the expected decrease in the time it takes to place an order expected to result from implementing the solution. The findings contained in the report must be agreed to by the representative of quality control customer Services and marketing, in addition to the project team.

Project sponsors authorizing this project

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