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**Project Charter**

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| **Process Improvement Project Title:** |
| **Executive Sponsors:** Project champions & overall final decision-making authority |
| **Team Facilitator:** Facilitates efforts of the Team; Mentors Team Leader; Advocates for needs of Team |
| **Team Leader:** Supports for the Team throughout the initiative; Leads Team using Lean Practices |
| **Team Members:** 7 (+/-2) members, including Team Facilitator |
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| **Problem Statement:**  *- What is the process being addressed?*  *- Describe the current state.*  *- Indicate the impact on the unit/organization/customers/students of the current state*  - *What is the gap between the current state and the desired future state?* |
| **Rationale/Business Case:**  **-** *Why should we do this and what value will be gained through this project?*  *- Why does addressing this problem make strategic sense (e.g. how does it fit with our overall goals or strategy)? What will happen if this is not addressed at this time?* |
| **Project Goals:**  Should be SMART goals: Specific, Measurable, Agreed, Realistic, Time Bound  *-What will the “hard” results or deliverables be (e.g. reduce costs, cycle time, etc.)?*  *-What will the “soft” results or deliverables be (e.g. less frustration, better communication, etc.)?*  *-What are our success criteria? How will we measure the change?*  *-When do you expect to reach the goals?* |
| **Proposed Scope:**  *- What is the first and last step in the process under scope?*  *- Clearly define what is out of scope for the project.*  *- What information systems are included?*  *- What colleges or business units are involved in or affected by the change?*  *- Anything else to clearly frame the scope of the project?* |
| **Timeline:**  *-What is the desired time frame for this project? Desired Begin Date and End Date?*  *-What is the rationale for a specific start and/or stop date?* |
| **Key Milestones/Deliverables:**   |  |  |  | | --- | --- | --- | | Milestone | Deliverable | Due Date | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |
| **Risks:**  *-If this project is pursued, what could go wrong, what are the chances of it happening, the impact if it does, and what should be done about it?*  *-What are the risks if the project is not pursued?* |
| **Resource Needs/Dependencies:**  *-What resource needs are anticipated? (People, time, and money)*  *-What other initiatives/projects need to be completed before or after this one?* |
| **Key Stakeholders:**  *-Who will benefit from this project and how?*  *-Who might be negatively impacted by the project and how?*  *-Who has a strong personal interest in this project?*   * *What should be considered for change management – planning, communicating?* |
| **Integration Points:**  *-What other planned changes will impact or be impacted by this project?*  *-Is this process improvement part of a larger initiative?* |