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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:**

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| Milestone | Deliverable | Due Date |
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| **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?*
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| **Integration Points:***-What other planned changes will impact or be impacted by this project?**-Is this process improvement part of a larger initiative?* |