

What is a Project Charter?

A team charter is a vital part of the project's overall success. It communicates the project direction to all team members and key stakeholders.

Purpose

- Clarifies what is expected of the team, keeps the team focused;
- Keeps the team aligned with organizational priorities; and
- Facilitates the transfer of the project from the champion to the improvement team.

Term	Definition
Business Case	An explanation of why you are doing the project.
Problem Statement	A description of the problem/opportunity in clear, concise, measurable terms. It does not assign blame or assume the cause.
Goal Statement	A description of the objective in clear, concise, measurable terms. It does not propose a solution.
Project Scope	Identifies the focus and boundaries of the project, as well as process dimensions and available resources.
Milestones	A preliminary, high level project plan with key steps and dates to achieve goal.
Roles	Identifies team members and their role and responsibilities for the project.

Procedure

Answer the questions and review the statements in the following sections to create the key elements of a Team Charter.

Business Case

- Why is the project worth doing?
- Why is it important to do now?



Problem Statement

- What is wrong or not meeting our customer's needs?
- When and where do the problems occur?

Goal Statement

- Defines the improvement objective the team is seeking to accomplish.

Project Scope

- What process will the team focus on?
- What are the boundaries of the process we are to improve? Start point? Stop point?

Milestones

- Tied to phases of the DMAIC process
- Aggressive
- Realistic

Roles

- How do you want the champion to work with the team?

Deliverables

- Business Case
- Problem and goal statements
- Project scope
- Team roles
- Project milestones