



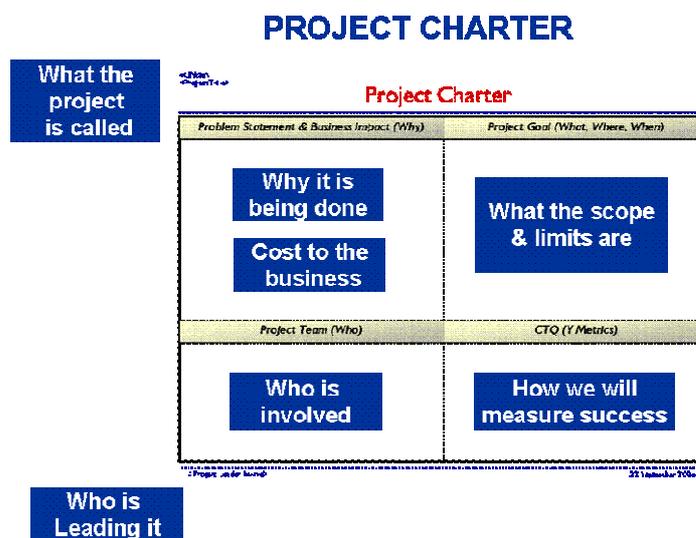
Project Charter

Why

If a project team is not clear on the purpose and boundaries of their project, it is likely to falter. Even those asking for a project to be done may not themselves be clear on which specific process they are tackling, what specifically they require from the improvement project and justification for even embarking on it. Crystallising this in a Project Charter helps to expose misunderstandings early on to prevent wasted effort and frustration later. It ensures the project is clearly defined and all team members are aligned and agree on the proposed direction and objectives of the project.

What

A key reference schedule which captures the essence of what the problem is, and what the project will entail. This can be shared with other colleagues around the business to identify potential synergies and overlaps with previous or other existing activity.



How

- The Project Leader should build the Project Charter with the Project Champion and Project Team. This is usually completed as part of a joint workshop.
- A draft could be built prior to the team workshop by the Project Champion & Project Leader to consider who should be on the Project Team and to help canvass what related initiatives exist. This could flow from jointly answering questions on the “Project Definition on a Page” schedule.
- The Problem Statement box should summarise the key evidence of what the problem is and the scale of its impact from listening to customers of the process, business objectives and people who use the process.
- The Project Goals box should outline how far we expect this particular project to go in terms of scope and deliverables, and within what timescale.
- The CTQs (Critical To Quality) or Success Measures box should summarise how ‘success’ will be measured and should align with what outputs are critically important to the customers of the process. They usually target aspects of time, cost, quality or a combination of these.