Sample Project Charter

PROJECT TITLE AND DESCRIPTION: (What is the project?)

Customer Satisfaction Fix-It Project

Over the last few months the quality assurance department has discovered that many of our customers' orders for our XYZ equipment have taken the customer 10 times longer to place through our computer network than our competitors' networks. The purpose of this project is to investigate the reasons for the problem and propose a solution. The solution will be authorized as a subsequent project. Quality Assurance has detailed records of their findings that can be used to speed up this project.

PROJECT MANAGER ASSIGNED AND AUTHORITY LEVEL: (Who is given authority to lead the project, and can he or she determine budget, schedule, staffing, etc.?)

Alexis Sherman shall be the project manager for this project and have authority to select team members and determine the final project budget. However, Morgan Kolb and Danny Levins are already dedicated to the project because of their expertise in computer networks of this type.

OBJECTIVES: (What numerical criteria related to the triple constraint will be used to measure project success?)

Complete the project no later than September 1, 20XX. Spend no more than $100,000. Result in a tested plan to reduce the order time by at least 50%. Have no more than four complaints throughout the project from customers that we are interrupting their day-to-day work.

BUSINESS CASE: (Why is the project being done?)

This project is being completed in order to prevent a further breakdown of customer satisfaction. We expect that improved customer satisfaction will increase revenue to the company in the first year due to a decrease in service calls. As a side benefit, we hope that the project will generate ideas on improving customer satisfaction while fixing this problem.

PRODUCT DESCRIPTION/DELIVERABLES: (What are the specific deliverables are wanted and what will be the end result of the project?)

1. *A report that outlines what can be changed, how much each change will cost and the expected decrease in the time it takes to place an order resulting from each change. Few words are necessary in the report, but it must be created electronically and be agreed to by the heads of Quality Assurance, Customer Satisfaction and Marketing in addition to the project team.*
2. *A list of the interactions with our customers necessary to complete the changes.*
3. *A work breakdown structure, due within two weeks that outlines the plan for accomplishing the project followed within one further week by a list of risks in completing the project.*

SIGNED AND APPROVED BY:

Samantha Levins, Executive Vice President

SENIOR MANAGEMENT: (A person who is high enough in the organization to warrant everyone on the team reporting to him or her.)