**PROJECT CHARTER**

Date Created: Date Last Modified:

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| --- | --- | --- | --- | --- | --- | --- |
| **Organization:** |  | | | | | |
| **Project Name:** |  | | | | | |
| **Project Leads:** |  | | | | | |
| ***What are we trying to accomplish?*** | | | | | | |
| **Defining the Problem – Background and Reason for Effort**  **(What’s wrong and why should we do this now?)** | | | | | | |
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| **Aim Statement**  **(How good do we want to be and by when? Remember SMART = Specific, Measurable, Ambitious, Relevant, and Timebound)** | | | | | | |
|  | | | | | | |
| **What changes can we make that will result in improvement?** | | | | | | |
| **Enumerating theories for change and generating/identifying change ideas**  **(Driver diagrams, process flow maps, observations, etc.)** | | | | | | |
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| **How do we know the change is an improvement?** | | | | | | |
| **Project Measures (What will you measure to know your changes were successful?)** | | | | | | |
| **Outcome:**  **Select 1 – 2 measures**  (Directly related to aim) | |  | | | | |
| **Process:**  **Select 2 – 3 measures**  (Steps to achieve outcome) | |  | | | | |
| **Balancing:**  **Select 1 - 2**  (An unintended consequence) | |  | | | | |
| **Who will participate?** | | | | | | |
| **Project Team (Roles and Responsibilities – (See Legend Below)** | | | | | | |
| **Name** | | **Role** | **Responsibilities** | | | |
| Responsible | Accountable | Consulted | Informed |
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| **Team Logistics** | | | | | | |
| **Meeting frequency, ground rules, etc.** | | | | | | |
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**Possible Roles:**

**Sponsor –** Executive/Sr. Leader with formal authority and ownership for the process being improved; expected to actively and visibly participate throughout the process

**Champion** – Leads project identification and prioritization; ensures projects are aligned with business goals/strategy

**Project Lead –** Ensures meetings are coordinated and team members are invited; facilitates team members through change process; ensures opportunities are available for team members to communicate with stakeholders/leaders

**Process Expert –** Front-line staff member familiar with the day-to-day process/system being improved

**Subject Matter Expert –** Provides information/expertise necessary to improve process/system

**Coach –** Facilitates team leads and/or teams by providing change management skills, resources and tools for learning and application

**Defining Responsibilities:**

**Responsible:** The person who is assigned to do the work

**Accountable:** The person who makes the *final decision* and has *ultimate ownership*

**Consulted:** The person who must be consulted *before* a decision or action is taken

**Informed:** The person who must be informed that a decision or action *has* been taken

Adapted from Process GPS, *Guaranteed Project Success: Creating a Charter for Your Process Improvement Team,* Michael Reames and Gabriel Kemeny, ProcessGPS, June 15, 2010