

process improvement project charter

For NAME OF PROCESS

# about the project charter

The Project Charter summarizes all project aspects in order to have clear, uniform expectations and to anticipate obstacles that may reduce project success. Each section triggers questions that, when thoughtfully considered and accounted for, contribute to project success. It is not meant to be a repository for details of all aspects of the project, but rather, a thorough summary to which all parties can agree. The charter can be used for projects of all sizes, but the scope of the project should be limited to one problem that needs to be solved. [THIS SECTION CAN BE DELETED WHEN YOU CREATE THE ACTUAL CHARTER]

# PROJECT: gENERAL INFORMATION

|  |  |
| --- | --- |
| **Project Name** | **Project Purpose** |
|  |  |
| Executive Sponsor: | Process Owner:  |
| Project Manager: | CI-Facilitators:  |

Definitions of roles and responsibilities can be found in appendix A

# PROJECT TEAM:

|  |  |  |
| --- | --- | --- |
| **Team Members** | **Team Role** | **Home Organization** |
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|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

# SECTION 1: PROJECT BACKGROUND

## Problem statement (What is the issue?):

## BUSINESS CASE (why is this important?):

# SECTION 2: DEFINING AND SCOPING THE PRocess

## High-level process steps

|  |  |
| --- | --- |
| IN-SCOPE | OUT OF SCOPE |

# SECTION 3: DEFINING PROJECT SUCCESS

## OBJECTIVES/DELIVERABLES:

## PERFORMANCE INDICATORS/METRICS:

# SECTION 4: ORGANIZATIONAL CONTEXT

## Stakeholders (internal and external customers):

## Constraints:

## External OR TECHNOLOGICAL dependencies:

## Major Known risks:

# section 5: next steps

The Project manager will finalize the Project Charter and obtain approval from the Executive Sponsor and Process Owner prior to moving forward.

## proposed WOrkshop schedule

# APPENDIX A: PROJECT ROLES AND RESPONSIBILITIES

**Assistant Director for Continuous Improvement:** Serves as the program administrator for the Collaboration for Continuous Improvement (CCI). Manages submissions for improvement ideas from general campus. Works with the AVP and CFO Leadership team to gain executive sponsorship for submissions that will provide a positive impact to campus. May serve as facilitator, project manager, participant, or any other role as needed for successful project implementation.

**Collaboration for Continuous Improvement:** is a team of individuals from units throughout UF who are trained in continuous improvement methodologies (such as Lean) and are championing the continuous improvement initiative at UF by facilitating efforts to improve business processes. Members may act as a CI facilitator for projects within or outside their unit. They may also serve in other roles on a project, if deemed appropriate. Team members serve as a central point of contact for their divisions, departments or units for identifying and/or collecting business process improvement ideas. Members participate in CCI meetings to share best practices with colleagues, update collaborators on progress with projects, solicit feedback and support one another in our efforts to create a culture of continuous improvement at UF.

**Executive Sponsor:** The executive sponsor is the typically the individual (Dean, Directors, Department chairs (or above)) that is responsible for the process(es) undergoing review, who fully endorses or supports the improvement efforts. They are responsible to ensure the project aligns with strategic need and direction, supports involvement of the process owner and team members to commit necessary time and resources to analyze the business process for improvement opportunities and champions transitioning from current to future-state. They play key role in communicating the value (“What’s in it for me?”) for stakeholder groups and helping address resistance to change. The executive sponsor also attends the report-out to show continued support and thank the stakeholders for their participation in the improvement efforts.
 **Process Owner (PO):** The process owner is the individual accountable for the execution of the business function of the process being evaluated. If one process owner is not evident, one lead process owner will be identified. The Process Owner serves as a subject matter expert and high-level/strategic thinker during mapping and analysis events. Supports the team members during transformation effort; providing appropriate communications, training, sponsorship support, coaching and resistance management. At the onset of the agreement to participate in an improvement effort, the process owner selects an individual to serve as the project manager (PM) to oversee the implementation plan.

**Project Manager (PM)**: The PM has a critical role during every phase of the project. Responsible for leading the scoping team in completing the Project Charter, participating in the establishment and agreement of current state, participating in designing future state and finally overseeing the implementation plan. PM should also be aware that there is a communication (or change management plan incorporated into the overall implementation plan). During continuous improvement events, the PM’s role is most crucial. They will participate in the events as a stakeholder but will be responsible for documenting any topics relevant to implementation, issues, dependencies, risks, etc. Outside of the event, the PM will collaborate with the CI facilitation team to identify opportunities for improvement and lead the development and execution of the implementation plan.

**Scoping Team:** The scoping team will complete the Project Charter. The charter identifies the boundaries of the process, the preliminary objectives of the event, identifies measurables and deliverables and ensures communication/change management plans are considered. The team is made up of the process owner, project manager, facilitators and key stakeholders.

**Continuous Improvement (CI) Facilitators**: CI Facilitators are members of the CCI who have received training in CI methodologies and facilitation techniques. Two CI Facilitators will be assigned to each project. They work with the scoping team to complete the project charter and coordinates logistics of hosting the continuous improvement event(s). Lead the participants through the appropriate tools and methodologies to improve their business process. Examples include (but are not limited to) process mapping events, rapid improvement sprints, storyboards, fishbone diagrams and others. The CI Facilitator also works with the PM to ensure the necessary change management needs to successfully realize project outcomes are integrated into the implementation plan. Each facilitator will play one of two roles (note that these roles may swap from one work session to the next):

* Lead facilitator: this is the team member driving the cadence of the session. They are responsible for leading the participants through the various steps of the event. They are creating a visual representation of the process map that captures the major steps of work and high-level themes.
* Co-facilitator: this team member is responsible for ensuring the details of each step of the process get documented during the event including particular pain points, opportunities for improvement, and asking clarifying questions of stakeholder to ensure that the facilitation team arrives at the right level of details in their facilitation and documentation of each event.

**Stakeholders:** is a generic term to refer to the individuals with an interest or concern with the process. Stakeholders are end-users, customers, managers, process owners, or other individuals that touch the process. Stakeholders may be involved in the improvement effort through attending a mapping event, participating in a focus group or pilot group, attending other meetings related to the project, acting as the subject matter expert, assist with the scoping of the project, or may only be aware of the change during implementation/rollout.

**Participant:** When an event is held, such as a process mapping session, current state analysis, sprint/rapid improvement or other effort, the participant is committed to the change and contributes heavily during the event. However, their “after-event” involvement may be more limited to adoption of the changes.