

Start Up Screen

Completing Project Charter

Take Aways



Elements of Project Charter

Business Case

Highlights the current situation from customer & business perspective, it also provides a justification to change the current state

Problem Statement

Clearly defines & quantifies the pain

Project Goal/Objective

Quantifies the goal & establishes the project due date. Sets realistic targets

Project Scope

Identification of process & project boundaries to ensure project can be completed in 3 to 4 months

CTQ & Metrics

The Voice of Customer (VOC) must be heard, understood, & included when defining a project. Includes Primary & Secondary Metrics

Team Members

- 👉 Team members include: Approvers, Resources, Members & Interested parties
- 👉 Timelines & Tollgates

Potential Benefits

Project Benefits, both financial & non-financial are highlighted during the commencement of the project

Example of Project Charter

Project Name		Reduction of Maintenance Costs in Landscaping																															
Process name		Maintenance		RYLAN TOMKINSON																													
Sub Process Name		Black Belt Sponsor		TONY STARKE																													
Business Case		Problem / Opportunity Statement		Goal Statement																													
The estate campus of AlphaBeta BPO Services consists of Buildings, Landscapes, Vehicle Parking, Canteens and other infrastructural utilities. With the increasing business opportunities and employee strength it is becoming essential for the services to look at optimizing maintenance costs. A significant part of operating cost of the estate is the maintenance of the estate. The objective of the working facility is to the best in the estate.		The costs incurred for the maintenance of the Estate is as high as Rs.25 per sq ft p m. This has a direct hit on the operating costs of AlphaBeta BPO Services. There is a additional pressure on looking at a cost of Rs.30 per sq ft p m.		To reduce the maintenance costs of the AlphaBeta BPO Services Estate from the current Rs.25 per sq ft p m to Rs.22.5 per sq ft p m without disturbing the working ambience by 15th Aug 12.																													
Project Scope Includes		Project Excludes		Project Milestones																													
Entire Estate maintenance costs including power, water,landscape, utility, spares holding costs, breakdown opportunity cost, labour cost and contract cost in housekeeping & AMCs, security, maintenance ad cost, communication costs of common services and cost elements that come under the Rs.25 p sq ft p header.The area under the project is 116,000 sq ft		Infrastructural development and restacking costs incurred for expansions, relocation, statutory revisions, corporate directed sop.		<table border="1"> <tr> <td colspan="2">Start Date:</td> <td colspan="2">End Date:</td> </tr> <tr> <td></td> <td>Target Date</td> <td>Actual Date</td> <td>Toll gate Review Date</td> </tr> <tr> <td>Define</td> <td>20</td> <td></td> <td></td> </tr> <tr> <td>Measure</td> <td>25</td> <td></td> <td></td> </tr> <tr> <td>Analyze</td> <td>30</td> <td></td> <td></td> </tr> <tr> <td>Improve</td> <td>30</td> <td></td> <td></td> </tr> <tr> <td>Control</td> <td>15-Aug-12</td> <td></td> <td></td> </tr> </table>		Start Date:		End Date:			Target Date	Actual Date	Toll gate Review Date	Define	20			Measure	25			Analyze	30			Improve	30			Control	15-Aug-12		
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Project CTQ Details		Project Charter Sign Off (With date)		Project Comments																													
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Project Translation Plans		Project Benefits Estimate																															
Can be used as a baseline for new buildings		Maintenance Cost Reduction : Benefits of Rs.8.7 lacs for year 2012(Oct to Dec) Financial Benefits of Rs.34.8 lacs annualized.		Financial																													

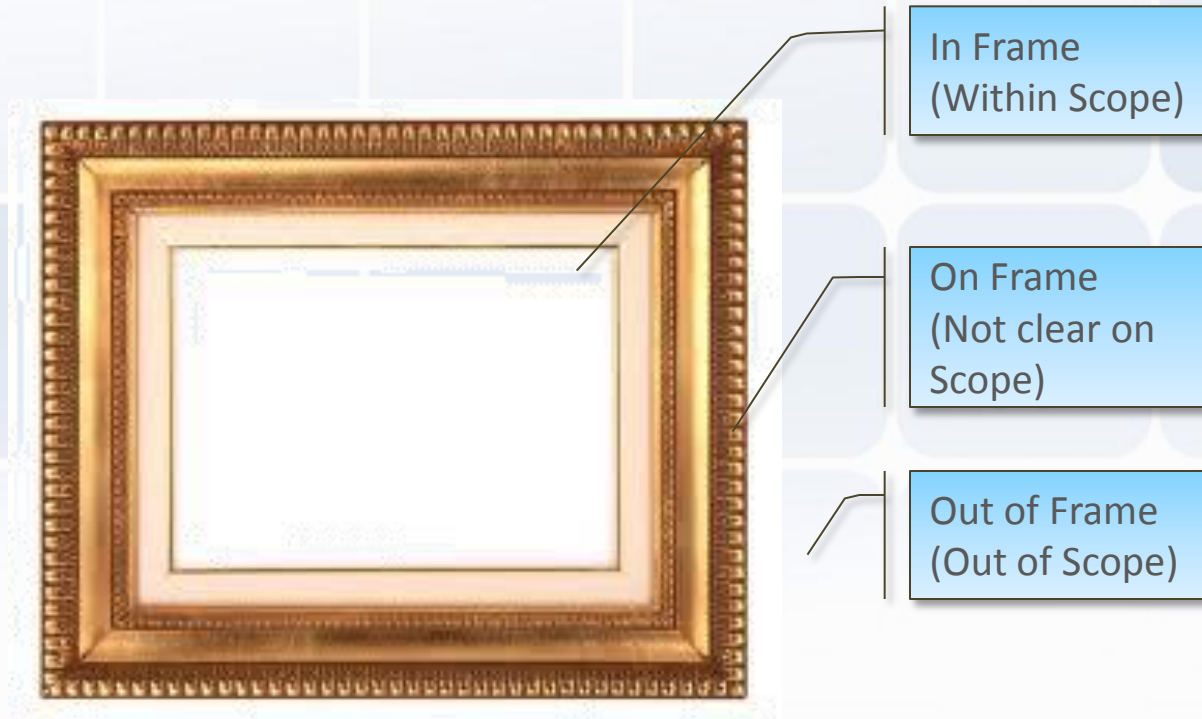
Roles & Responsibilities					
Name	Approver	Resource	Member	Interested Party	Time Commitment
RYLAN TOMKINSON					
BEN RIGSON					
SUSAN DILLON					
PREETI SINGH					
ANTONY SPARK					
TONY STARKE					
RAJESH GUPREET					
VIVEK SINGH					
SHANE HUMMER					

Estimated Benefits(Enter details for columns whichever are applicable)						
Hard Gains	Unit	Amount	Assumptions	Soft Gains	Unit	Assumptions
FTE Reduction				Customer Retention		
Productivity Impact				Expansion of Customer Base		
Rework Elimination				Sigma Increase		
Higher Accuracy level				End Customer Satisfaction		
Defects Reduction				Employee Satisfaction		
Complaints Rectification				Shareholder Satisfaction		
Digitization				Ease of work		
Decrease of QA/QC				Digitization		
Operating Cost				Faster Accesability		
				Management controllership		

Primary and Secondary Metrics

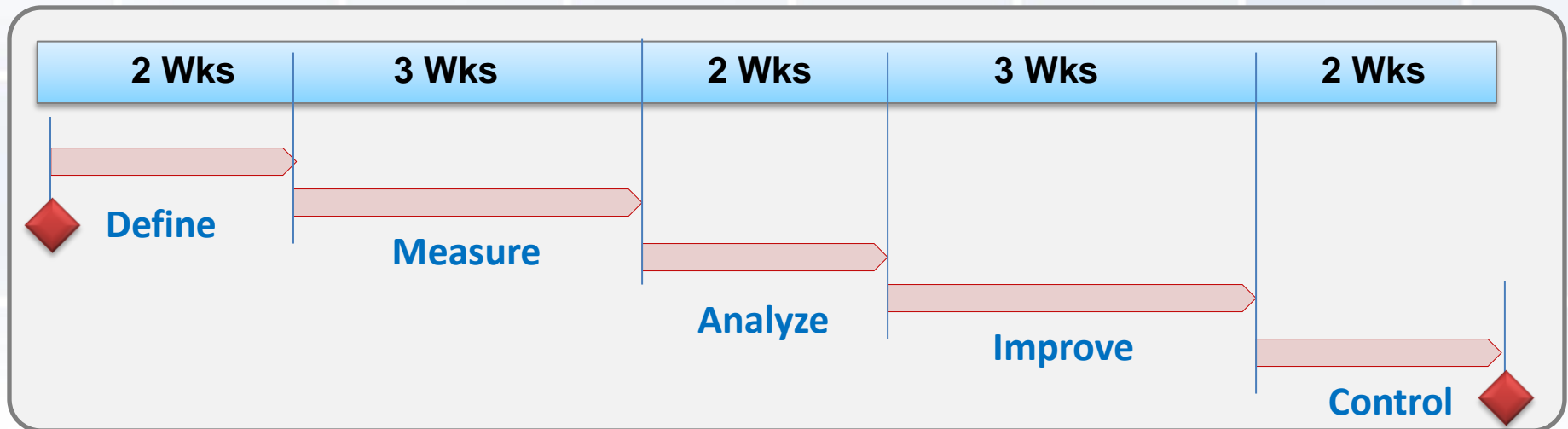
	Primary Metric	Secondary Metric
DMAIC	One	Many
DFSS	Many	Many

In Frame / Out Frame



Project Duration Guidelines

A good six sigma project should take no longer than 12 to 16 weeks to complete

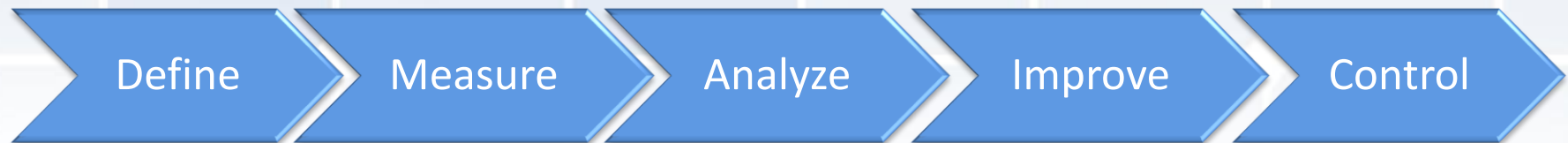


- 👍 For large scope projects, duration relaxed by extra month
- 👍 Not recommended to plan projects with large scope
- 👍 Scope of a project is revisited to keep project within above guidelines

Project Benefits

Projects Benefits are:

- 👍 Tangible impact on customers, employees & business
- 👍 Quantifiable in \$\$ terms or other key performance indicators of business



‘Gestimation’
(Guessed
estimation) of
Benefits



Quantification of opportunity



Validation of benefits

Financial
Benefits

Estimation based
on Pilot results



Computation of
actual benefits



Financial Benefits
Sign-off

About Us

We are a Consulting & Management firm & help clients in:

- Deriving & executing **Business & Functional Strategies**
- Making **Customer Experience** a competitive advantage
- Improving profitability by leading **Business Transformation** initiatives

Consulting Clientele

