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| Project Charter |
| Team:  |
| Project:  |
| Project Start Date: |
| Last Revised: |
| What are we trying to accomplish? |
| Problem *(describe in 2 to 3 sentences the existing condition you hope to improve (e.g. the gap in quality)* |
| Project Description (defines what)*Document your current thinking about the activities of the project (e.g., design a new process, improve an existing product or service, etc.). Note the subsystem, pilot population, and/or demonstration unit where the work will take place. Consider including your long-term vision and short-term project goals.* |
| **Rationale** *(defines why)* *Explain why the current process or system needs improvement. If possible, include baseline data and other benchmarks.* |
| **Expected Outcomes and Benefits** *How will this improvement benefit the team, the organization, customers, and/or the community? What is the business impact, such as reduced costs or other financial benefits?* |
| **Aim Statement** *What outcome are you hoping to achieve? Specify how good, for whom, and by when (a specific date).* |
| **How will we know that a change is an improvement?** *When defining your project-level measures, provide operational definitions, which specify unambiguously how to derive each measure, and be sure to define numerators and denominators in measures such as percent or rates.* |
| **Outcome Measure(s)** *List the measure(s) you ultimately want to affect as a result of this project.* |
| **Process Measure(s)** *List the measure(s) that will tell you if the system is performing as planned to affect the outcome measure.* |
| **Balancing Measure(s)** *List the measures that will tell you whether you are introducing problems elsewhere in the system.* |
| **What changes can we make that will result in improvement?** *Initial Activities* *Consider starting by exploring the process or system you are trying to improve with tools such as interviews, direct observation, cause and effect diagrams, driver diagrams, and process maps/flowcharts.* |
| **Change Ideas** *What ideas do you have for initial tests of change (Plan-Do-Study-Act cycles)?* |
| **Key Stakeholders** *Whose input and support will this project require? How will you engage these key stakeholders?* |
| **Barriers** *What barriers do you predict to your success? How will you overcome these barriers?* |
| **Boundaries** *List any guidelines for the team, including project constraints, rules or procedures, technology considerations, what is out of scope, etc.* |