

DFSS Project Charter Template

1. **Business Case** (This should be concise and focused. Base it on external reasons where possible, e.g., customer needs, competitive pressure, growth opportunity, etc.)

2. **Statistical Problem Statement** (State what is necessary to become competitive or profitable.)

3. **Statistical Goal Statement** (Be specific and state the goals in measurable terms. Use the statistical matrix attached.)

Statistical Matrix:

Goals	Our Current Performance	Our Best Competitor's Performance	Best in Class	GOALS
A. Cycle Time:				
B. Cost:				
C. Quality:				
D. Service:				

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- 4. **Mission and Vision** (Need concise statements of the process mission or purpose; need vision statements that transmit management’s strategic thinking about the future of a process. Example: “We will deliver the package by 10:30 the next day.” Federal Express.)

- 5. **Project Scope** (Specify what is included in this process and what is excluded; draw a high level process map if possible and show the relationship and linkages to value-adding processes; list the constraints.)

In scope:

Not in scope:

Organizational Linkage & Alignment:

Constraints:

- 6. **Schedule & Deliverables** (High-level project plan, often referred to as a Milestone chart; clearly states deliverables, linked to the plan where possible.)

- 7. **Assignments and Roles** (State names, roles & responsibilities; define which team members will be directly responsible for implementation.)

<u>Role</u>	<u>Name</u>	<u>Responsibilities</u>
Champion		
Process Owner		
Leadership Team		
MBB		
BB		
Support/Enabling groups		

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Project Team Members (cross functional, diverse, and credible)

<u>Name</u>	<u>Expertise</u>	<u>Will be involved in implementation?</u>
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8. **Implementation Perspective** (Consider who is committed to the process improvement or design; who will support this through implementation; who are the people prepared to support the team; consider resources, e.g., monies, people, systems application, that will be required to implement improvement.)

Communication plan:

Change plan:

9. **Other Charter Information** (checklist)

Computer systems currently used

Organization charts

Related or competing initiatives

Known best practice contacts

Team logistics (including number of days per week)

Part time or full time (the more full time, the better)

Location

Start date

Estimated Completion Date