**Project Charter**

A Project Charter is a written description of:

* an opportunity, problem or issue
* its value to service, and
* a broad improvement goal expected from a team assigned to the project.

A good project scope should address these questions:

1. What is within scope and what is out of scope?
2. What process will you focus on?
3. What are the start and end points of the target process?
4. What resources are available to the team?
5. What constraints must the team work under?
6. What is the time commitment expected of team members?
7. What will happen to our “regular jobs” while we are doing the project?

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| ****Project Charter Title – keep project title as simple and self explanatory as possible and incorporate a Version Control**** Do not use abbreviations. Remember the project charter is mainly for the purpose of communication and commitment to the stakeholders on timely delivery of the project. A detailed plan of the project, associated risks and finance plans etc should be established using proper project management tools (such as a Gantt chart or project evaluation and review technique chart). | |
| Opportunity, Issue or Problem Statement …  This statement is a powerful part of your project charter. A good statement must describe not only what the opportunity, issue or problem is, but provides some context of how it impacts on service and users. This may mean that some initial data collection will be required to estimate the size of the problem. A good statement should contain five major elements:   1. A description of the issue, problem or opportunity. Remember that the issue, problem or opportunity described should be a known that is a verifiable or measurable fact, not a guess or an assumption. 2. Background on when and where the problem happens 3. One or more measures indicating the size or extent of the problem 4. A description of the impact, threat or consequences presented by the issue, problem or opportunity 5. An estimate on the size of the problem   A well written problem statement will grab the attention of your target audience. Don’t be afraid of expressing the emotional aspect to why this project is needed. Done well, the problem statement will be highly influential in gaining support for your project. | Goals …  Setting out clear goals and timelines will help the audience get a real understanding of what you will be doing and a sense of the steps along the way.  The goals articulate the project objective(s) in a specific and measurable manner. The goals could be in the form of process improvement or implementation of a system. A good outcome should consist of 3 components, the metric (measurement), the baseline (current performance) and goal (target performance). |
| Scope …  Clearly consider what is your scope of work and the boundaries to allow you to manage your project. Describe an action and date that marks the start and close of your project.  Start Point Stop Point  In Scope Out of Scope |
| Business Case …  A good business case should address these questions:   1. Why is this project worth doing? 2. Why is it important to do now? 3. What are the consequences of not doing this project? 4. How does it fit with service needs?   You should set out the reasons why you should try to tackle the problem identified and you may want to include reasons that will be important to the organisation, to patients and to staff.  Financial drivers, patient/family views, policy drivers such as the AHP National Delivery Plan, regulatory requirements or organisational priorities could all feature as part of your business case. |
| Milestones/Timeline  …  Milestones are accomplishments, results, deliverables or key events of your project. They are the major checkpoints of your project and set out key bullet points and dates of when your target audience can expect to see these activities and outcomes realised. Remember that setting and meeting realistic and measurable milestones is an important part of change management and this part of your communication will be key to the reputation of the project. |
| Executive Sponsor Who is providing senior leadership and backing to this project? They don’t need to be part of the operational project team but will receive reports and updates on progressTeam Members List of names The structure of a project team must be designed to support and promote project success. | |