# Six Sigma Project Charter

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| ***Product/Service Impacted*** |  | ***Expected Savings ($)*** | | | |  | | |
| ***Black /Green Belt*** |  | ***Business Unit*** | | | |  | | |
| ***Champion*** |  | ***Start Date*** | | | |  | | |
| ***Master Black Belt*** |  | ***Target Completion Date*** | | | |  | | |
|  |  |  | | | | | | |
| **Element** | **Description** | **Specifications** | | | | | | |
| **1. Process** | Name of process to be improved. |  | | | | | | |
| **2. Project Description** | What practical problem will be solved? What is project’s purpose? |  | | | | | | |
| **3. Objective** | What metrics will be improved, what is the current performance for those metrics and how much improvement is targeted? Provide specifics on how metrics are computed. | **Variable** | **Current** | **GOAL** | | | **% Improve.** | **Units** |
| Número medio de reservas |  |  | | |  |  |
| **4. Business Case** | Justification for this project. Why is it important?Why is it critical to business success? |  | | | | | | |
| **5. Team members** | Names and roles of team members. |  | | | | | | |
| **6. Project Scope** | Which are the dimensions of this project? What is the first step and what is the last step? What will be excluded? |  | | | | | | |
| **7. Benefit to Internal and External Customers** | How will internal or external customers benefit from this project? How does improvement in the variables that you have selected help them improve their performance? |  | | | | | | |
| **8. Schedule** | Project Charter Approved | | | | *<pending>* | | | |
| Project Start | | | | *<pending>* | | | |
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| Project completion | | | | *<pending>* | | | |
| **9. Support Required** | What resources, people, departments are required? | | | |  | | | |

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| --- | --- | --- | --- |
| **Checklist** | | | |
| **Question** | **Yes** | **No** | **Comments** |
| Key business issue? |  |  |  |
| Linked to a defined process? |  |  |  |
| Customers identified? |  |  |  |
| Defects clearly defined? |  |  |  |