**Case Study: Create Team**

**Charter**

* **Values**

- Maintain a healthy environment

- Prioritize customer satisfaction

- Help each other when needed

* **Communication guidelines**

- Respect each other

- Don't hesitate asking to ask question

- Always communicate about any issues occurring in the project and provide the product owner with information if required

* **Fun events**

- Give bonuses at the end of successful projects

- Arrange yearly bonding trips for team members

* **Norms**

- Working hours (8 hours, 5 days a week)

- Daily lunch break for 1 hour and daily coffee break for 30 min

* **Meeting guidelines**

- Keep PM up to date for every progress in each meeting

- Set Monthly/Weekly/Bi-Weekly goals

- Meetings with the product owner and meetings with the team to be done regularly

* **Decision-making process**

- Always consult PM before finalizing any decision

- Never make a crucial decision of the project state before discussing with the product owner

* **Conflict resolution process**

- Encourage team members to always be open for criticism in aim to become better and avoid conflicts

- Resolve any occurring conflicts by clearing up misunderstanding and help members understand each other and their ideas more

**How we come up with the team charter is by having a meeting with all team members and give them a brief of ideas to include in the team charter and then add what the members would share and finally conclude with what all agreed on and are ready to do and implement during the project.**