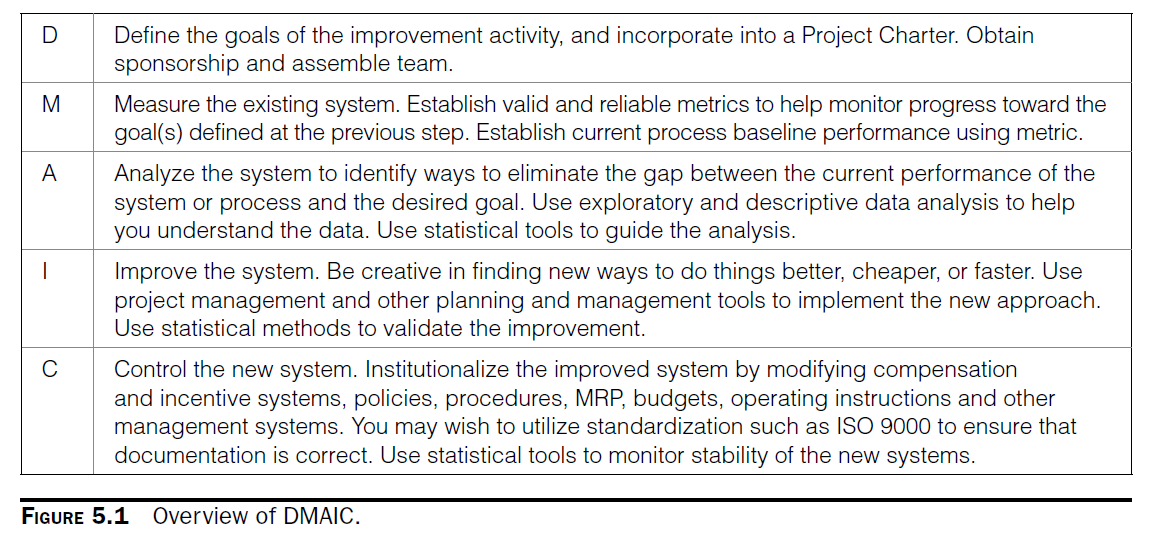


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## Objectives

|  |  |
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## Steps to follow

Planning

1. **Create a Project Charter Statement**
2. **Feasibility Analysis (Problem Framing)**
3. Project Evaluation (skip)
4. Determine metrics to measure progress to project goals (skip)
   1. Total Budget for This Project
   2. One or more metrics for each project deliverable
5. **Refining the Dollar Opportunity Estimates**
6. Creating schedule and project cost (skip)

Define

1. Cross-Functional Process Map
2. Describe the undesirable effects (UDE)
3. Prioritize the most important using 7M, pareto, cause-and-effect or EDA
4. Define related process metrics based on quality (CTQ), cost (CTC) or schedule (CTS).

## Project charter example

The project charter includes the project justification, the major deliverables, and the project objectives.

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A table with text on it

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A project statement with text

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A list of a project members

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A screenshot of a project mission

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## Cost-Benefit Opportunity

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## Cross-Functional Process Map

A diagram of a sales process

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## SIPOC

A diagram of a customer service

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## Useful tools

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