Lean Six Sigma Project Charter

Problem Statement:

The Problem Statement is a 2 to 3 sentence description of the problem (quantified). First sentence contains the data source, the timeframe, and a baseline of the data (trend and histogram). The baseline will link to the Project Objective and Primary Metric - same units (i.e. cycle time in days, DPMO, % defective, etc.). Last sentence includes the *pain* this problem presents.

Project Objective:

The Objective is as simple as . . . "Improve" (increase, decrease, reduce, etc.) from the BASELINE to the GOAL by the date of project completion. Do not state HOW to solve the problem.

Project Team

Name	Role	Comments	Phone
teammember(1)			
teammember(2)			
teammember(n)			

Project Definition and Scoping

Metrics (unit of measure):

Primary Metrics:
YC1= (Measure of customer satisfaction over time - Number of xxxxx per month)
YB1= (Measure of the business over time - Revenue per month)

Critical to Satisfaction (linkage to customer):

Why is this project important to the customer (describe the impact in their words: e.g., it takes too long to process an order)

Defect Definition (include opportunity):

Use metrics in your operation (e.g., 10% of orders take longer than 4 hours to process)
The defect is the driver of the project. Identifying the defect will allow the baseline, objective and primary metric to be established.

Scope of Project:

Enter the start and end point of the project. e.g., When invoice is received until payment is processed. Scoping may segment the opportunity to include only parts of what the process impacts.

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Why?	Why is it important to solve this problem? Why is it important to improve this process? Formulate in terms of expected benefits	
Who?	Who is involved in the process? Who is affected by the problem? Who is interested in solving the problem?	
Where?	Where is the problem located? In which processes do the problems occur?	
When?	When did or does the problem happen? How often did or does the problem happen? When did the problem start?	
What?	What is the defect? What activities, parts and procedures are involved? What happens, when the problems occurs?	
How?	How do you know it is a problem? How was the problem identified? How often does it happen?	
How many?	How many defects/units/people? How much money was spent? Do these numbers change or do they stay the same?	

Problem statement	