**TEAM CHARTER**

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| **VALUES** | * customer satisfaction * Respect each other under all circumstances * Commitment to finish the project unless there is an emergency * Integrity |
| **Communication guidelines** | * Informal communication allowed * Communicate via WhatsApp (response can last for 5hrs) * Communicate via E-mail in urgent cases (response within 1hrs) * Communication only allowed in work hours |
| **Fun events** | * Team member shares fun story in break time (5 mins ) * Organize small celebration every sprint * Trip every 2 months |
| **Norms** | * don't distract each other * ask for clarification if you don’t understand something * specific time to help |
| **Meeting guidelines** | * Start & end in time * Show up on time and be prepared * Always have an advanced agenda for meetings |
| **Decision-making**  **Process** | * Decisions are discussed and an attempt is made to reach total approval * Taking the opinion of the majority in case of there is no consensus decision |
| **Conflict resolution process** | * Don’t ignore conflict * Involved parties talk to each other and try to solve the conflict * Escalate the dispute to a higher party if it is not resolved between the involved parties |

* I tried in this team charter to put all the rules that make the teams which I were part of more comfortable, efficient and productive, And I thought about the rules which absence negatively affected the team