**Activities done to create the team charter**

1. Every section carried out a brain-storming meeting to collect ideas for the team chart.
2. The section heads held up a meeting to discuss these ideas and came up with some points.
3. A questionnaire was done from all team members to agree on the team chart created by section heads.

**Team charter**

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| **Topic** | **goal** | **Way to achieve this goal** |
| Value | Customer satisfaction | Feed back is taken from the customer each week. |
| Communication guidelines | WhatsApp using | No WhatsApp using is permitted for meeting informing. |
| Fun events | Fun Events | Fun events are held at the end of every phase. |
| Norms | Trustfulness in every team member | No team member can be terminated because of capabilities (Every team member can learn). |
| Meeting Guidelines | Periods for everything | Every topic in a meeting shall have period to discuss. |
| Decision-making process | Decision making leader | Every section head is responsible for taking decisions regarding his section specialty |
| Conflict resolution process | Functional hierarchy | Functional hierarchy shall be followed after personal talk regarding conflicts. |