

## Project Charter

### Prescription Delivery Drones

5 January 2025

Project Description	DroneTech will provide drones customized with the required IT systems and designs of Wilmont's pharmacies to deliver prescriptions to patients.	
Project Purpose	The purpose of the project is to build a prototype of a drone delivery service with the relevant mobile apps and IT systems so customers can order their prescriptions online and have them delivered via drones.	
Scope/Boundaries	The project will customize already existing DroneTech drones with the necessary cosmetic changes including painting them the colours of Wilmont's pharmacies and customizing the IT systems and interfaces so the customers can order online through a mobile app. Wilmont's will be provided with four drones initially. The business information of Wilmont and the customer's privacy and proprietary information should be secure.	
Requirements	The IT systems should be able to take orders, process them and the drones should be able to deliver the orders. The drones should be able to navigate through the neighbourhood and deliver the product to the correct address. The drones' flight operations should be modified.	
Deliverables/Objective	Deliverable/Objective	Success Criteria
	Customized processes to handle order entry, delivery confirmation and mobile app	The mobile app and processed completed by week 6 and the pharmacy managers being able to use the mobile app.
	Wilmont's business information and customers' privacy should be secure.	Customer's privacy and the proprietary information of Wilmont's is secure and not compromised.
	Modify drone flight operations	The drone is able to take flight and deliver products to the required address.
	Provide 4 new drones.	The drones are painted and customized by week 7, tested during week 8 and handed over to Wilmont.
Schedule	Acquiring 4 new drone – End of week 6 Customizing the processes and IT systems – Week 20 Modifying the flight operations – Week 36 Customizing the cosmetics of the drones – Week 40 Testing the drone system – Week 43 Project Closed and Drones handed over – End of Week 50	
Pre-approved Financial Resources	Less than \$1,750,000	
Assumptions and constraints	Funds will be provided by Wilmont's. The prototype project will be implemented in four stores.	

	The first customer delivery flight should take place no later than November 30. Business information should be secure.
Risks	Customized processes are not approved. Mobile app is hard to operate for the pharmacy managers. Costing more than the budget. Not done in a timely manner.
References	Team can leverage previous drone projects done by the organization for other companies.

#### Key Stakeholders

Owner/Client	Jordan Kempler – CEO (DroneTech)
Project Sponsor	George Cranston – Operations Vice President (Wilmont)
Project Manager	Me
Flight Operations manager	Gerald Hasper
IT Systems – Project Lead	Eileen Seymour
Cooperate Attorney	Katie O’Ryan
Wilmont’s Project Manager	Phillip Greenberg
Wilmont’s IT Systems lead	Mary Pearson
Wilmont’s Security Team Lead	William Scott
Wilmont’s Change Management Coordinator	Shirley Johnson

Authority Levels: The Project Manager has full authority to make decisions on the schedule, IT system changes and other changes to the flight operations. He cannot commit to costs without approval.

Project Approval Requirements: All budgets and purchases must be approved by the Project Sponsor.

Approvals:

Project Sponsor: \_\_\_\_\_

Project Manager: \_\_\_\_\_

Finance Manager: \_\_\_\_\_