

Team Charter: Discount Card using Mobile App

Values	<ul style="list-style-type: none"> - What are the most important values that we will adopt to guide our actions and decisions as a team? <ul style="list-style-type: none"> • Being result-oriented. • Customer satisfaction is our first priority. • Respect each other • Collaboration and continuous improvement • Focusing on the target - What are the specific behaviors that describe each value? <ul style="list-style-type: none"> • Work as a team • Fast response • Follow standard process
Communication	<ul style="list-style-type: none"> - What is the best way to communicate with each other and keep each other informed? <ul style="list-style-type: none"> • Slack and zoom for meetings. • Sending mails for official confirmations and reporting - How quickly do we agree to return phone calls, messages & e-mail? <ul style="list-style-type: none"> • Response within 15 min. is mandatory in core hours • Fast response within 1 hour in working hours - How will we communicate to our key constituents? <ul style="list-style-type: none"> • E- mails
Fun events	<ul style="list-style-type: none"> - Events? <ul style="list-style-type: none"> • Birthdays celebration • Team building and outings monthly • Farewells - Who will organize it? <ul style="list-style-type: none"> • All team by rotation
Norms	<ul style="list-style-type: none"> - What are the main norms? <ul style="list-style-type: none"> • Working hours for 9 AM to 5PM from Sunday to Thursday. • Core hours for 1PM to 3PM. • Working overtime compensated with vacation day.
Meeting guideline	<ul style="list-style-type: none"> - How will the meeting be handled? <ul style="list-style-type: none"> • Meeting details should send by mail. • Meeting alerts should sent before 10 minutes before meeting time. • Do not be late. • Have a good network connection and quite place to work. • No side talks.
Decision-Making	<ul style="list-style-type: none"> - What will be our primary decision-making method? <ul style="list-style-type: none"> • Discussion • Voting

Conflict

- **How will we resolve disagreements?**
 - Determine points of agreement and disagreement
 - Present viewpoint in unemotional way.
 - Decide how to proceed on disagreements.
 - Summarize discussion in writing and move forward.
- **What would happen if we didn't agree?**
 - Share responsibility
 - Agree to resolve issues

Steps to create team charter

- Charter must follow company rules and regulation
- Charter must be agreed by management.
- Thinking about how to make the team more productive
- Thinking about general rules that could applied to any project
- Thinking about how to make a healthy and fun environment
- This charter been discussed with team members and all suggestions and opinions were taken into consideration