

Task3- Team Charter

Values

- 1- Customer Satisfaction
- 2- Cooperation
- 3- Respect

Communication Guidelines

- 1- Formal Communication using emails during working hours
- 2- Meetings weekly
- 3- Whatsapp or phonecalls only in case of urgent situations

Meeting Guidelines

- 1- Prepare agenda for the purpose and content of meetings
- 2- Meetings shouldn't exceed 2 hrs

Decision-Making Process

- 1- Decisions will be taken by the whole team
- 2- if there is much conflicts then team leader with the help of the project manager can take the decision

Conflict Resolution Process

- 1- First try to reach a common and correct solution
- 2- if large problem try to solve it with team leader or the project manager

Norms / Standards

- 1- No late delivery of tasks
- 2- Working hours starts from 9am - 5pm (5 days a week)
- 3- Formal working meetings