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Lab Practical #03:

Create a project charter for the hypothetical project.

Practical Assignment #03:

Review the project charter template. Fill in the template with information for a hypothetical project, including objectives, scope, stakeholders, and deliverables. Present the project charter to a peer group for feedback. Revise the project charter based on feedback received. Use Google Docs or Microsoft Word.

Description:

PROJECT CHARTER

Courier Management System:

PROJECT INFORMATION

Project Name: Courier Management System

Project Manager: Nikhil Rathod

Project Sponsor: Archana Kanzariya

Charter Date: June 20, 2025

Charter Version: 1.0.0.1

Project Code: CMS-2025

1. PROJECT OVERVIEW

1.1 Project Background

The current courier management system is done manually and is not efficient. This causes delays, lost packages, and unhappy customers. As online shopping is growing by 30% each year, there is a higher need for fast and reliable courier services. However, the current system does not have real-time tracking, automatic scheduling, or connection with online shopping websites, which leads to many problems in the daily operations.

2. PROJECT OBJECTIVES

2.1 Primary Objectives

1. **Automation:** Implement an automated scheduling and dispatching system.

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2. **Tracking:** Develop real-time package tracking for customers and staff.
3. **Integration:** Integrate with major e-commerce platforms (e.g., Shopify, Amazon).
4. **Efficiency:** Reduce manual data entry by 80%.
5. **Customer Satisfaction:** Achieve a 90% customer satisfaction rate.

2.2 SMART Goals

1. **Specific:** Launch a cloud-based courier management system with real-time tracking and automation.
2. **Measurable:** Achieve 80% adoption by staff within 3 months of launch.
3. **Achievable:** Leverage existing IT infrastructure and vendor partnerships.
4. **Relevant:** Address inefficiencies in the current manual system.
5. **Time-bound:** Full implementation within 9 months.

2.3 Success Criteria

1. **50%** reduction in delivery delays.
2. **30%** reduction in operational costs.
3. **90%** customer satisfaction rate.
4. **80%** staff adoption within 3 months.

3. PROJECT SCOPE

3.1 In Scope

- **Core Features:**
 - Automated scheduling and dispatching.
 - Real-time package tracking (web and mobile).
 - Integration with e-commerce platforms.
 - Customer notifications (SMS/email).
 - Analytics and reporting dashboard.
- **Technical Components:**
 - Cloud-based infrastructure.
 - Mobile app for delivery personnel.

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- Web portal for customers and admin.
- API for third-party integrations.

3.2 Out of Scope

- Development of hardware (e.g., GPS devices).
- International expansion.
- Same-day delivery guarantees.

3.3 Assumptions

- Staff will be trained to use the new system.
- E-commerce platforms will provide necessary API access.
- Existing IT infrastructure can support the new system.

3.4 Constraints

- Budget: \$500,000 maximum.
- Timeline: 9 months for full implementation.
- Regulatory: Compliance with data protection laws (GDPR, CCPA).

4. STAKEHOLDERS

4.1 Primary Stakeholders

Name	Role	Responsibility	Influence	Communication
Rathod Nikhil	Project Manager	Project delivery	High	Daily
Archana Kanzariya	Product Sponsor	Feature definition	High	Daily
Ronak Thummar	Engineering Lead	Technical development	High	Daily
Harsh Bhatt	UX/UI Design Lead	User interface, experience design	Medium	Weekly

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4.2 Secondary Stakeholders

- Delivery personnel.
- Customer support team.
- IT support team.

5. PROJECT DELIVERABLES

5.1 Major Deliverables

- Phase 1 (Months 1-3): Requirements gathering, system design, and prototype.
- Phase 2 (Months 4-6): Core development (scheduling, tracking, integrations).
- Phase 3 (Months 7-8): Testing and staff training.
- Phase 4 (Month 9): Launch and post-launch support.

5.2 Success Metrics

- 50% reduction in delivery delays.
- 30% cost savings.
- 90% customer satisfaction.

6. PROJECT TIMELINE

6.1 High-Level Milestones

Milestone	Target Date
Project Kick-off	June 1, 2025
Prototype Completion	September 1, 2025
Core Development Done	December 1, 2025
Testing Complete	February 1, 2026
System Launch	March 1, 2026

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7. BUDGET AND RESOURCES

7.1 Budget Summary

Category	Amount	%
Dev & Engineering	\$4M	40%
AI Infrastructure	\$2M	20%
UX Design	\$1M	10%
Cloud & infra	\$1.5M	15%
PM & Admin	\$0.5M	5%
Marketing & Rollout	\$1M	10%
Total	\$10M	100%

8. RISKS AND MITIGATION

8.1 High-Priority Risks

Risk	Impact	Probability	Mitigation
Regulatory non-compliance	High	Medium	Regular audits, compliance checks
Driver non-adoption	Medium	High	Incentives, training, mobile UI focus
Tech performance issues	High	Low	Scalable architecture, load testing

9. COMMUNICATION PLAN

Stakeholder	Frequency	Method	Content
Exec Team	Weekly	Email	Status, escalations

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Dev Team	Daily	Stand-up	Task progress, blockers
Product Team	Weekly	Sync Call	Requirements, features
End Users (Drivers)	Monthly	App Surveys	Feedback, pain points

10. QUALITY ASSURANCE

- 90%-unit test coverage
- <0.1% crash rate
- 99.9% uptime
- User feedback score ≥ 4.2
- Penetration testing before launch

11. CHANGE MANAGEMENT

- All changes logged and impact-assessed
- Sponsor approval needed for scope/timeline shifts
- Changes rolled out in beta before production

12. APPROVAL AND AUTHORIZATION

12.1 Project Charter Approval

Name	Role	Signature	Date
Nikhil Rathod	Project Manager	_____	March 5, 2026
Archana Kanzariya	Project Sponsor	_____	March 5, 2026

12.2 Authority Matrix

Decision Type	Project Manager	Project Sponsor	Executive Team
Budget (<\$500K)	Approve	Inform	Inform
Budget >\$500K	Recommend	Approve	Consult

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Scope Changes	Recommend	Approve	Consult
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13. REVISION HISTORY

Version	Date	Author	Changes
1.0	March 5, 2026	Nikhil Rathod	Initial charter creation