**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:** Rathod Nikhil

**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.
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.
  + 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 |

**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 |

**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 |
| 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**