

<Process Name> Improvement Team Charter

Problem

<Brief description of the current problem and its impact on the customer and/or business performance; rationale and justification for why improvement is necessary>

Objectives

- <Brief description of what the team desires to achieve (not how since current state analysis has not yet occurred and therefore improvements are currently unknown) in terms of safety, quality, efficiency, and/or cost>
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Scope

- <Project boundaries (process start/stop points, target area, etc) to set expectations and ensure improvement effort is of manageable size (the smaller, the better)>
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Customer

- <Internal and/or external customers of the process>

Stakeholders

- <Persons or groups (internal and/or external) who may be positively or negatively affected by change or can affect the outcome of a project>
- <Areas or roles supplying input to the process or receiving output from the process>
- <Process users, management, system administrators>
- <Vendors, suppliers, agencies, etc>

Measures

- <2-5 key measures that will determine success of the improvement effort>
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Milestones

<2-5 key milestones with estimated target dates; Note: implementation dates can not typically be set since improvements are unknown>

Milestone	Target Date
<e.g. Baseline data collected>	<date>
<e.g. Improvements recommended>	<date>

Team

Sponsor: <name>

Process Owner: <name>

Leader: <name>

Members:

- <2-4 process users; those closest to the process>
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Other Participants

- <People who do not need to be on the team however may be pulled in as needed; for instance, subject matter experts, patient advisors, stakeholders,>

Submitted By: <name>

Date: <date>