IN THE NAME OF GOD

Project charter for
[Order Management System (OMS)]

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1   Project Definition

This section describes what the project sets out to achieve. It outlines the vision for the project, the key objectives to be met, the scope of work to be undertaken and the deliverables to be produced.

1.1   Vision

In this section, we will express some of the perspectives of the project :

- Ease of customers to order the product and manage it
- Find the desired product in the shortest possible time
- Increase sales and revenue for sellers
- Increasing the variety of products offered by sellers
- Easy and quick access to use the order management system

1.2   Objectives

List the key objectives of the project. Objectives are statements which describe in more detail what it is that the project is going to achieve. All objectives listed should be Specific, Measurable, Achievable, Realistic and Time-bound (SMART).

Business Objectives
List the business-specific objectives to be achieved. For example:

- The return on investment is twice as high as the average classic stores
- Attracting 100,000 more than the average classic stores
- To provide a new customer complaints service to enable customers to issue complaints on-line and receive a direct response from the company within 24hrs
- Increasing the variety of products by 50%

Technology Objectives
List the technology-specific objectives to be achieved. For example:

- Optimizing 70% of liquidation and checking sales
- Creating an integrated system with 99.5% efficiency to connect with the warehouse system database for product inquiries
- Increasing the responsiveness of the storage system in less than 0.01 seconds

1.3   Scope

Define the scope of the project in terms of the business:

- How to change the purchase of goods
- How to inquire about inventory from the warehouse
- Stores across the country
- The streets of the country are crowded
- Items available in warehouses and stores in terms of inventory
- Installing and using Dorna HQ program and platform
- Need to benefit from online systems
- Using low-code platforms
- Online and intelligent inventory inquiry systems

1.4 Deliverables

Highlight the key project deliverables in the following table :

Item	Components	Description
New physical premises	• New physical building and room	• 5,000 square meter area near the city, storage facilities for storing products and access to postal and parking areas and 1,000 square meter area in a safe place to maintain servers.
	• Interior fit-out	• Open plan environment with 5 offices, 3 meeting rooms to have a think tank and support complaints
	• Telecommunications and ISP	• Data communication infrastructure as well as servers
New financial system	• Accounts payable module	• A new system module which enables staff to quickly enter accounts payable transactions
	• Accounts receivable module	• A new system module which enables staff to quickly enter accounts receivable transactions
	• Payroll module	• A new system module which enables staff to quickly enter payroll information
New customer complaints process	• Complaints section	• New section with customer complaints forms, a complaint tracking page and company contact information
	• Complaints resolution process	• New full-time staff complaints role and process for resolving complaints made
	• Complaints measurement process	• New process for assessing complaint characteristics (such as numbers, business areas and resolution timescales)
New order system	• Product order process	• It makes the ordering process easier and users can easily find their product and place an order
	• Income	• This system increases purchases because there is no need to visit the store in person and it has a direct impact on income
	• Variety of products	• The variety of items attracts more customers and users can easily choose the product they want
	• Time	• This system allows customers to spend less time on their purchases and get their necessities in the shortest possible time

2   Project Organisation

2.1   Roles

Identify the roles required to undertake the project. Examples of typical roles include project:

- Ptoject Sponsor
- Project Review Group
- Project Manager
- Team Member
- Product owner
- Project analyst
- Project Director

For each role identified, list the resource likely to fill each role and his/her assignment details by completing the following table:

Role	Organisation	Resource Name	Assignment Status	Assignment Date
Ptoject Sponsor	Amazon Company	Amazon Company	Unassigned	2023/10/22
Project Review Group	University Of Isfahan	Reza Pour Mohammdi Bahar khalilian	Unassigned	2023/11/13
Project Manager	University Of Isfahan	Sayyed Hossein Hosseini	Assigned	2023/10/22
Team Member	University Of Isfahan	Hanieh Shams olkotaby Sayyed Hossein Hosseini	Assigned	2023/11/7
Project owner	University Of Isfahan	University Of Isfahan	Assigned	2023/10/22
Project analyst	University Of Isfahan	Dr. Mohammad Reza Sharbaf	Assigned	2023/10/27
Project Director	University Of Isfahan	Hanieh Shams olkotaby	Assigned	2023/11/01
Project management consultant	University Of Isfahan	Dr. Mohammad Reza Sharbaf	Assigned	2023/10/22

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2.2   Responsibilities

Responsibilities, performance criteria and skills and job description for each role :

Project Sponsor

The Project Sponsor is the principal 'owner' of the project. Key responsibilities include:

- Defining the vision and high level objectives for the project
- Approving the requirements, timetable, resources and budget
- Authorising the provision of funds / resources (internal or external)
- Approving the project plan and quality plan
- Ensuring that major business risks are identified and managed
- Approving any major changes in scope
- Receiving Project Review Group minutes and taking action accordingly
- Resolving issues escalated by the Project Manager / Project Review Group
- Ensuring business / operational support arrangements are put in place
- Ensuring the participation of a business resource (if required)
- Providing final acceptance of the solution upon project completion.

Project Review Group

The Project Review Group may include both business and 3rd party representatives and is put in place to ensure that the project is progressing according to plan.

Key responsibilities include:

- Assisting the Project Sponsor with the definition of the project vision and objectives
- Undertaking Quality Reviews prior to the completion of each project milestone
- Ensuring that all business risks are identified and managed accordingly
- Ensuring conformance to the standards and processes identified in the Quality Plan
- Ensuring that all appropriate client/vendor contractual documentation is in place prior to the initiation of the project.

Project Manager

The Project Manager ensures that the daily activities undertaken on the project are in accordance with the approved project plans. The Project Manager is responsible for ensuring that the project produces the required deliverables on <u>time</u>, within budgeted <u>cost</u> and at the level of <u>quality</u> outlined within the Quality Plan.

Key responsibilities include:

- Documenting the detailed Project Plan and Quality Plan
- Ensuring that all required resources are assigned to the project and clearly tasked
- Managing assigned resources according to the defined scope of the project
- Implementing the following project processes: time / cost / quality / change / risk / issue / procurement / communication / acceptance management
- Monitoring and reporting on project performance (re: schedule, cost, quality and risk)
- Ensuring compliance with the processes and standards outlined in the Quality Plan
- Reporting and escalating project risks and issues
- Managing project interdependencies
- Making adjustments to the detailed plan as necessary to provide a complete picture of the progress of the project at any time.   4

Project Team Member

A Project Team member undertakes all tasks necessary to design, build and implement the final solution.

Key responsibilities include:

- Undertaking all tasks allocated by the Project Manager (as per the Project Plan)
- Reporting progress of the execution of tasks to the Project Manager on a frequent basis
- Maintaining all documentation relating to the execution of allocated tasks
- Escalating risks and issues to be resolved by the Project Manager.

Project Owner

It is the project owner who advocates the initiation of a project and is responsible for its success or failure.

Key responsibilities include:

- Review the presentation and perspective of the business case
- Assist project sponsors to secure funding
- Collaborate with project managers to review project planning and implementation stages

Project analyst

Project analysts support project managers, program managers and PMOs.

Key responsibilities include:

- Responsible for collecting and analyzing data for project manager decision making
- Creating project reports and documentation to facilitate project management
- Analysis of databases to facilitate project management
- Quantitative and qualitative research and similar activities to facilitate project management

Project Director

Project Director lead project management teams and external parties such as contractors, sub-contractors and other individuals who participate in the execution of a project.

Key responsibilities include:

- They are the link between projects and key stakeholders in project management
- They are responsible for resource management decisions
- Project directors also oversee project managers and other project roles when it comes to areas such as quality management, performance reporting and budgeting

Project Management Consultant

Project management consulting is a project management.

Key responsibilities include:

- Providing services to foreign organizations
- Supervision and leadership in the implementation of the project to better advance the project

3   Project Considerations

3.1   Risks

Investigating the most obvious risks related to the project, such as risks in strategy, environmental, financial, operational, technical, industrial, competitive, etc :

Description	Likelihood	Impact	Mitigating Actions
Inability to recruit skilled resource	Low	Very High	Outsource project to a company with proven industry experience and appropriately skilled staff
Technology solution is unable to deliver required results	Medium	High	Complete a pilot project to prove the full technology solution
Additional capital expenditure may be required in addition to that approved	Medium	Medium	Maintain strict capital expenditure processes during the project
A number of influential members of the project team leave	Low	High	Getting a work commitment and having more skilled people to replace
Response time is not acceptable for users/customers	Medium	High	Use of appropriate infrastructure and modern technologies
The functional manager diverts resources from the project	Low	High	Determining and framing appropriate for proper use of resources

3.2 Issues

Summarize the highest priority issues associated with the project. Issues are defined as "any event which <u>currently</u> adversely affects the ability of the solution to produce the required deliverables".

Description	Priority	Resolution Actions
Required capital expenditure funds have not been budgeted	High	Request funding approval as part of this proposal
Required computer software is only at 'beta' phase and has not yet been released live	Medium	Design solution based on current software version and adapt changes to solution once the final version of the software has been released
Council approval must be sought to implement the final solution	Low	Initiate the council approval process early so that it does not delay the final roll-out process.
Failure to prepare the necessary infrastructure to implement the project and store data	High	The required infrastructures must be fully prepared before the full implementation of the project and the right decisions should be taken in this regard

3.3 Assumptions

List the major assumptions identified with the project to date :

- There will be no legislative, business strategy or policy changes during this project
- There is a possibility of changing the project schedule
- Additional human resources will be available from the business to support the project.
- We assume that your team completes milestones on schedule
- We assume that your employees are capable of performing essential tasks
- Parts of the project can be done remotely if the team is not present or the weather is bad

3.4 Constraints

List the major constraints identified with the project to date :

- The financial budget allocated is fixed and does not allow for over-spending
- There are limited technical resource available for the project
- The technical solution must be implemented after-hours to minimize the operational impact on the business
- The warehouse must send the amount of inventory to the program in a fraction of a second (0.01) so that the order process proceeds correctly and at a suitable speed.
- The time set for project implementation from the start to delivery is limited and no additional time will be provided to the team to complete the project.

4 RACI Matrix

4.1 RACI Matrix

Project activity/delivrable	Project manager Sayyed Hossein Hosseini	Cosultant Mohammad Reza Sharbaf	Architect Hanieh Shams	Client Reza Pour Mohammadi
Define finctional and aesthetic needs	I	I	C	R
Assess risk	A	R	I	I
Define performance requirements	A	R	I	I
Create design	A	C	R	C
Excute construction	A	C	C	I
Approve construction work	I	I	C	R
Status Report	C	I	R	I
Project Charter	A	I	R	C
Program Approache	A	C	C	I