**Project Charter** : FedEx.

**Improve Customer Experience**: Implement features and services that enhance the overall customer experience, including real-time tracking, improved communication, and convenient delivery options.

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**Scope:**

Technology Upgrade.

Customer Interface Enhancement.

Security and Compliance Measures.

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| **S.no** | **Business Problem** |
| **1.** | **Business Objective:** Global Expansion  **Minimize:** Competition  **Explanation**:The logistics industry is highly competitive, and FedEx faces competition from various global and regional players. Staying ahead in terms of service quality, innovation, and pricing is a constant challenge.  (or)  **Maximize:** Customer Satisfaction. **Business Constraints:**Global Economic Conditions. |