

PROJECT CHARTER

Integrated Production and Service Management Platform

Project Title: Integrated Production and Service Management Platform (Anonymized Sample)

Version: 1.0

Project Inception Date: October 2024

Lead Business Analyst: Sonal M. Khobragade

Document Revisions

Date	Version Number	Document Changes
15/10/2024	1.0	Initial Draft

Approvals

Role	Name	Title	Signature	Date
Project Sponsor	Exec_01	Executive Sponsor	_____	_____
Business Owner	PO_Xen	Product Owner	_____	_____
Project Manager	PM_Alpha	Programme Manager	_____	_____
System Architect		System Architect	_____	_____
Development Lead		Development Lead	_____	_____
Quality Lead	QA_Tau	Quality Analyst	_____	_____
Business Analyst	Sonal M. Khobragade	Lead Business Analyst	_____	_____

Executive Summary

This project charter authorizes the development of an Integrated Production and Service Management Platform for a company specializing in embroidery digitizing, vector graphics, and custom embroidered patches. The current manual, email-driven service request process creates operational inefficiencies, errors, delays, and lack of visibility across the production pipeline.

This project aims to deliver an internal, centralized Service & Production Management Platform that automates order intake, provides real-time order visibility, and streamlines operations from initial customer request to final delivery.

Project Objectives

Primary Business Objectives

1. **Reduce Manual Processing Time by 60%** - Automate order intake and routing processes to eliminate manual data entry and processing delays
2. **Improve SLA Compliance by 40%** - Implement real-time tracking and automated notifications to ensure on-time delivery commitments
3. **Enhance Order Visibility** - Provide stakeholders with real-time dashboard access to order status and production progress

Success Criteria

- Order processing time reduced from 4 hours to 90 minutes average
- Customer satisfaction scores increase by 25% within 6 months
- Operational errors reduced by 50% through automated workflows
- Real-time visibility achieved for 100% of orders in the system

Project Scope

In Scope

- **Order Management System:** Digital order intake forms, automated routing, and status tracking
- **File Management System:** Centralized file upload, version control, and secure storage
- **Real-time Tracking:** Live order status updates and milestone notifications
- **Customer Communication:** Automated email notifications and status updates
- **Production Management:** Work assignment, progress tracking, and capacity planning
- **Business Intelligence:** Real-time dashboards and performance analytics
- **System Integration:** API connections with existing accounting and email systems
- **User Management:** Role-based access control and security framework

Out of Scope

- **Direct Customer Portal:** External customer-facing website (planned for Phase 2)
- **Mobile Applications:** Native iOS/Android apps for field operations
- **Third-party Marketplace Integration:** Connections to external e-commerce platforms
- **Legacy Data Migration:** Historical email and spreadsheet data conversion
- **Hardware Procurement:** Physical infrastructure and equipment purchases

Key Stakeholders

Role	Placeholder ID	Primary Responsibilities
Executive Sponsor	Exec_01	Strategic oversight, budget approval, executive decision making
Programme Manager	PM_Alpha	Project coordination, resource allocation, timeline management
Product Owner	PO_Xen	Requirements validation, acceptance criteria, stakeholder liaison
Business Analyst (Lead)	Sonal M. Khobragade	Requirements gathering, documentation, process analysis, testing
QA Analyst	QA_Tau	Test planning, quality assurance, defect management
Data Analyst	DA_Nebula	Data modeling, reporting requirements, analytics design

Top 3 Key Performance Indicators (KPIs)

1. Order Processing Efficiency

- **Current State:** 4 hours average processing time per order
- **Target State:** 90 minutes average processing time per order
- **Measurement:** System timestamps from order receipt to production assignment
- **Business Impact:** 60% improvement in operational efficiency

2. SLA Compliance Rate

- **Current State:** 72% on-time delivery performance
- **Target State:** 95% on-time delivery performance
- **Measurement:** Orders delivered within committed timeframes
- **Business Impact:** 40% improvement in customer satisfaction

3. System Adoption and User Engagement

- **Current State:** Manual email-based processes
- **Target State:** 95% user adoption within 30 days of go-live
- **Measurement:** Active users / Total eligible users ratio
- **Business Impact:** Digital transformation and process standardization

High-Level Milestones

30-Day Milestones (By November 15, 2024)

- **Requirements Analysis Complete:** BRD approved by all stakeholders
- **Process Documentation:** AS-IS and TO-BE process maps validated
- **Technical Architecture:** System design and integration approach finalized
- **Project Team Formation:** All key resources onboarded and trained

60-Day Milestones (By December 15, 2024)

- **Functional Design Complete:** FRD approved and development-ready
- **Database Design:** Schema finalized and development environment setup
- **User Interface Design:** Wireframes approved and development initiated
- **Integration Planning:** API specifications and test environments prepared

90-Day Milestones (By January 15, 2025)

- **Core System Development:** Order management and file handling modules complete
- **Integration Testing:** Accounting and email system connections validated
- **User Acceptance Testing:** Business stakeholder validation and feedback incorporation
- **Training Materials:** User documentation and training programs prepared

Project Budget and Timeline

Budget Overview

- **Total Project Budget:** \$150,000
- **Development Resources:** \$90,000 (60%)
- **Software Licenses and Tools:** \$15,000 (10%)
- **Infrastructure and Hosting:** \$20,000 (13%)
- **Testing and Quality Assurance:** \$15,000 (10%)
- **Training and Documentation:** \$10,000 (7%)

Project Timeline

- **Project Duration:** 6 months (October 2024 - March 2025)
- **Analysis Phase:** 8 weeks
- **Development Phase:** 12 weeks
- **Testing Phase:** 6 weeks
- **Deployment Phase:** 2 weeks

Risk Assessment

High-Priority Risks

- 1. **Resource Availability:** Limited development resources during peak business periods
- 2. **Integration Complexity:** Challenges connecting with legacy accounting systems
- 3. **User Adoption:** Resistance to change from established manual processes
- 4. **Data Quality:** Inconsistencies in current manual data management

Mitigation Strategies

- Cross-training team members to ensure coverage during peak periods
- Early proof-of-concept development for critical integrations
- Comprehensive change management and training programs
- Data cleansing and validation procedures before system migration

Project Assumptions

- Business stakeholders will be available for requirements gathering and validation sessions
- Current IT infrastructure has sufficient capacity to support the new system
- Existing accounting system APIs will be available and documented as specified
- Users will receive adequate training before system go-live
- Network connectivity and system performance will meet specified requirements

Project Dependencies

Dependency	Owner	Target Date	Risk Level
IT Infrastructure Assessment	IT Department	November 1, 2024	Medium
Accounting System API Documentation	Finance Team	November 15, 2024	High
User Training Schedule Coordination	HR Department	February 1, 2025	Low
Data Privacy Impact Assessment	Legal Team	November 30, 2024	Medium

Authorization and Approval

This project charter is hereby approved and authorized for execution. All identified stakeholders commit to supporting the project objectives, timeline, and budget as outlined in this document.

Executive Sponsor Approval: _____ **Date:** _____

Exec_01

Programme Manager Approval: _____ **Date:** _____

PM_Alpha

Lead Business Analyst: _____ **Date:** _____

Sonal M. Khobragade

This document serves as the formal authorization to proceed with the Integrated Production and Service Management Platform project. All project activities, resource allocation, and deliverables are governed by the specifications outlined in this charter.