

# Project Charter

## Document Control

Document Name	Date	Author	Role	Status
Project Charter	February 3, 2025	Sonal Khobragade	Business Analyst	Approved

## Executive Summary

This project aims to identify and address the root causes of order fulfillment delays in our e-commerce fulfillment center operations. Through systematic analysis and process optimization, we will reduce order fulfillment time, improve customer satisfaction, and optimize operational efficiency. The project will utilize root-cause analysis techniques, process mapping, and JIRA implementation to track and manage improvements.

## Problem Statement

Our e-commerce fulfillment center is experiencing significant delays in order processing and fulfillment, with average delivery times exceeding promised service levels by 28%. Customer complaints have increased by 35% in the last quarter, and operational costs have risen due to expedited shipping and additional labor required to address backlogs. These delays are impacting customer satisfaction, increasing operational costs, and damaging our brand reputation.

## Objectives

- **Specific:** Reduce average order fulfillment time by 30% within 3 months of implementation.
- **Measurable:** Decrease customer complaints related to delivery delays by 40%.
- **Achievable:** Implement process improvements that require minimal capital investment.
- **Relevant:** Align with company's strategic goal of operational excellence and customer satisfaction.

- **Time-bound:** Complete analysis and provide implementation recommendations by March 10, 2025.

## Key Performance Indicators (KPIs)

KPI	Current Value	Target Value	Measurement Method
Average Order Fulfillment Time	3.2 days	2.2 days	Order Management System
Order Accuracy Rate	94.5%	98%	Returns & Complaints Data
Customer Complaints (Delivery)	8.3%	5%	Customer Service Tickets
Inventory Accuracy	92%	97%	Cycle Count Results
Labor Cost per Order	\$4.75	\$3.80	Financial Reports

## Scope

### In Scope

- Order processing workflow
- Inventory management processes
- Picking and packing operations
- Shipping carrier integration
- Payment processing workflow
- Returns processing
- Staff training and standard operating procedures

### Out of Scope

- Website and customer interface redesign
- Major software system replacements
- Warehouse layout redesign requiring construction
- Carrier contract renegotiation
- Product quality issues
- Marketing and sales processes

# Risks & Assumptions

## Risks

Risk	Impact	Probability	Mitigation Strategy
Staff resistance to process changes	High	Medium	Early stakeholder engagement, clear communication, training
Seasonal volume spikes during implementation	High	Medium	Phase implementation during lower volume periods
Integration issues with existing systems	Medium	High	Thorough testing, IT involvement from project start
Incomplete or inaccurate data for analysis	High	Low	Data validation, multiple data sources, SME verification

## Assumptions

- Management will provide necessary resources and support for the project
- Staff will be available for interviews, workshops, and implementation
- Current systems can be configured to support recommended changes
- Historical data is sufficient and accurate for meaningful analysis
- Recommended changes can be implemented within existing budget constraints

## Project Team

Role	Name	Responsibility	Email
Project Sponsor	Rajesh Kumar	Executive oversight, resource approval	rajesh.kumar@financesys.com
Project Manager	Anjali Singh	Project planning, coordination, reporting	anjali.singh@financesys.com
Product Owner	Priya Desai		priya.desai@financesys.com

		Requirements prioritization, stakeholder liaison	
Business Analyst	Sonal Khobragade	Analysis, documentation, process design	sonal.khobragade@financesys.com
Operations SME	Suresh Iyer	Process expertise, operational insights	suresh.iyer@financesys.com

## Approval

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This Project Charter has been reviewed and approved by the following stakeholders:

Name	Role	Date
Rajesh Kumar	Project Sponsor	February 3, 2025
Anjali Singh	Project Manager	February 3, 2025
Priya Desai	Product Owner	February 3, 2025