

Project Charter: [Tabletop Menu Rollout Project]

DATE: [10 Feb 2024]

| **Project Summary** |
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| * Implement tablets in restaurants for efficiency and customer satisfaction. * Objective: Reduce food waste by 25%, decrease table turn time by 30 mins, increase daily guest counts by 10%, boost appetizer sales. * Strategies: Streamline ordering, reallocate resources. |

| **Project Goals** |
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| * Reduce food waste by 25% by the end of Q2 * Decrease table turn time to 30 minutes per table by the end of Q2 * Increase daily guest counts by 10% compared to the previous year by the end of Q2 * Increase appetizer sales by 15% overall * Improve customer experience and satisfaction * Optimize resource allocation * Enhance staff productivity and morale * Monitor and analyze key performance metrics * Ensure smooth project implementation * Evaluate project outcomes |

| **Deliverables** |
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| * Project Charter * Implementation Plan * Progress Reports * Training Materials * Data Analysis and Insights * Resource Allocation Plan * Customer Feedback Mechanism * Evaluation Report * Sustainability Assessment |

| **Scope and Exclusion** |
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| **In-Scope:**   * Tablet rollout project, including implementation and integrating into restaurant operations * Goals related to reducing food waste, decreasing table turn time, increasing daily guest counts, and potentially increasing appetizer sales. * Metrics and strategies directly related to the tablet rollout project objectives. * Coordination and collaboration among project stakeholders to ensure successful implementation.   **Out-of-Scope:**   * Policy changes unrelated to the tablet rollout project, such as adjustments to order return policies. * Employee satisfaction goals and metrics not directly tied to the tablet rollout project objectives. * Discussions and decisions regarding broader company policies and procedures. * Operations or initiatives not directly impacted by the tablet rollout project.   **Notes:**   * There was confusion and disagreement regarding whether a policy change on order returns should be included in the project scope. It was ultimately agreed to address policy changes separately from the tablet rollout project. * There was also discussion about including a goal on improving kitchen staff satisfaction within the project scope, with uncertainty about how to measure it. Agreement was reached to include it in scope contingent upon the development of specific metrics and strategies. |

| **Benefits & Costs** |
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| **Benefits:**   * Improved Operational Efficiency * Reduced Food Waste * Increased Revenue * Enhanced Customer Experience   **Costs:**   * Training Expenses: $10000 * Hardware & Software Development and Integration: $30000 * Monitoring & Maintenance Fees(through EOY): $5000 * Updated Website & Menu Design fees: $5000 * Other Customization Fees(potential staffing adjustments): $500 |

| **Appendix: Misalignments and Resolutions** |
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| Misalignment: Disagreement regarding the inclusion of the policy change on order returns due to error as part of the tablet rollout.   * Stakeholders: Deanna, Carter, Gilly, Alex, Peta * Discussion: Carter proposed adjusting the policy on order returns to align with the tablet rollout and food waste reduction goals. Gilly expressed concerns about the impact on server responsibilities and the need for separate policy discussions. * Resolution: It was agreed to address the policy change separately from the tablet project. Deanna and Carter will work on policy adjustments, while Peta will ensure any changes are reflected in project goals if necessary..   Misalignment: Proposal to include a goal on improving kitchen staff satisfaction within the tablet rollout project.   * Stakeholders: Carter, Deanna, Peta * Discussion: Carter suggested including a goal to improve kitchen staff satisfaction, citing high turnover rates. Peta expressed concerns about measuring employee satisfaction within the scope of the tablet rollout project. * Resolution: It was agreed that while improving employee satisfaction is important, it should be addressed separately from the tablet project. Carter and Deanna will explore strategies to enhance kitchen staff satisfaction outside of the project scope.   Misalignment: Uncertainty regarding how to measure kitchen staff satisfaction and incorporate it into the project scope.   * Stakeholders: Peta, Deanna, Carter * Discussion: Peta expressed uncertainty about measuring kitchen staff satisfaction and integrating it into the project plan. Deanna and Carter agreed to provide specific metrics and guidance to facilitate its inclusion. * Resolution: It was agreed to include a goal on improving kitchen staff satisfaction in the project scope, contingent upon the development of specific metrics and strategies by Deanna and Carter. Peta will amend the project charter accordingly. |