**Team Charter**

* **Values**
  + Keep the customer always up-to-date about the project status.
  + Try to meet the expectation of the customer as much as possible.
  + Team members help each other.
  + Making a constructive work environment.
  + Respond to customer emails on the same day.
* **Communication guidelines**
  + Daily Meeting
  + Team members help each other
  + Team members can communicate using email
* **Fun Events**
  + Team celebrates when they hand a task
* **Norms**
  + Team members helps themselves if possible
  + Team committed to work effectively
  + Always address concerns, don't be afraid to speak up.
* **Meeting guidelines**
  + Arrive on time.
  + Stick to the agenda.
  + Expectation levels are set at the beginning of every meeting.
  + 3 knock rule if any team member deviates from the agenda.
  + One person speaks at a time.
* **Decision-making process**
  + Open discussion on the topic
  + Use facts to generate alternative solutions.
  + allow for feedback on unresolved issues related to the topic.
* **Conflict resolution process**
  + Team members should solve their conflicts by themselves, if the problem hasn’t been solved, team members can contact the project manager.
* The Team members make the team charter document with the project manager and the various stakeholders through creating several meetings to agree on all the points in it.