

Team charter

Values:

- Customer satisfaction
- Curiosity
- Learning
- Respect

Communication guidelines:

- Team members should only chat using slack or MS teams not using social media.
- Team members should not call each other after working hours
- Team members should use emails for formal communications
- Emails between the team members should be responded to within the same working day
- Team members can only communicate with customers using emails

Fun events:

- Team members should have an outing every month

Norms:

- Working hours are 8 including 1 hour break
- Team members can work from home 2 days per week
- Team members should treat each other with respect

Meeting guidelines:

- Each team member has the freedom to use camera or not during online meetings
- Meetings with the team leaders should not exceed 1 hour

Decision making process:

- Important decision should be made by the PMs and the team leaders then a meeting must be made with the team to consider their opinions

Conflict resolution process:

- Conflicts between the team members should be solved by them first. If they couldn't solve the problem a meeting with the rest of the team members should be made to make a more informed decision.

Steps to make the Team charter document:

- Conduct a meeting to have the opinion of all team members
- Reforming the ideas to get the rules
- Conduct a meeting for team members to finally vote about them