

Project Charter: Tablet Rollout

Summary:

The Tablet Rollout project aims to integrate tablets into restaurant operations across multiple locations, enhancing efficiency, reducing food waste, and improving the overall customer and staff experience.

Goals:

1. Implement tablet hardware and software seamlessly across all locations.
2. Develop and deliver comprehensive training materials for staff on tablet usage.
3. Achieve a 20% reduction in food waste by optimizing order accuracy through tablet implementation (SMART goal).
4. Enhance online presence and customer experience with an updated website and menu design.
5. Improve kitchen staff satisfaction by 15% within six months of tablet rollout (SMART goal).
6. Ensure IT support and maintenance are in place until the end of the year.
7. Customize tablet features to align with user and business needs.
8. Complete the tablet rollout project within the allocated budget and timeline.
9. Monitor and address any operational disruptions during the tablet implementation phase.
10. Provide ongoing support and training to address staff concerns and optimize tablet usage.

SMART Goals:

1. Achieve a 20% reduction in food waste within six months of tablet implementation by accurately tracking and fulfilling orders.
2. Increase kitchen staff satisfaction by 15% within six months through improved order processing and reduced workload.
3. Complete the tablet rollout project within the allocated budget and timeline, ensuring no cost overruns or delays.

Deliverables:

1. Integrated tablet hardware and software across all locations.
2. Comprehensive training materials for staff on tablet usage.
3. Reduced food waste metrics report within six months of tablet implementation.

4. Updated website and menu design.
5. IT support and maintenance plan until the end of the year.
6. Customized tablet features based on user and business needs.
7. Completed tablet rollout project within budget and timeline.
8. Documentation of operational disruptions and resolutions during the implementation phase.
9. Ongoing support and training materials for staff.

In-Scope:

1. Tablet hardware and software implementation.
2. Training materials development.
3. Website and menu design updates.
4. IT support and maintenance.
5. Customization of tablet features.

Out-of-Scope:

1. Complete overhaul of existing kitchen processes unrelated to tablet implementation.

Benefits:

1. Improved order accuracy and reduced food waste.
2. Enhanced customer experience through an updated website and menu design.
3. Increased kitchen staff satisfaction and reduced turnover.
4. Streamlined operations with integrated tablet technology.
5. Cost-effective IT support and maintenance plan.

Costs:

1. Training materials and fees: \$10,000.
2. Hardware and software implementation: \$30,000.
3. Maintenance (IT fees through EOY): \$5,000.
4. Updated website and menu design fee: \$5,000.
5. Other customization fees: \$550.

Misalignments and Decisions (Appendix):

1. **Misalignment:**

Disagreement on tying the policy change to tablet rollout.

Decision:

Separate the policy change discussion and address it in an operations discussion, not as part of the tablet rollout project.

2. **Misalignment:**

Concerns about project costs and impact on kitchen budget.

Decision:

Peta provides detailed breakdowns and justifications for each cost component. Further discussion on potential cost adjustments.

3. **Misalignment:**

Uncertainty regarding the need for an updated website and menu design.

Decision:

Peta to justify the necessity of website and menu updates for improved customer experience and tablet project success.

4. **Misalignment:**

Differences in defining and measuring kitchen staff satisfaction as a goal.

Decision:

Carter to provide specific metrics for kitchen staff satisfaction, and Peta to include the goal with agreed-upon metrics in the project scope.

5. **Misalignment:**

Whether to include the policy change in the project scope.

Decision:

Agreement to exclude the policy change from the project scope and address it separately in operations discussions.