

Project Charter

This document is a representation of the initial agreements between the project group and the stakeholders at Musik I Lejet. The investigation period will start in October 2013 and expected to end in mid December 2013.

Problem definition

How can the deadlines missed by team leaders, agreed upon at team leader meetings, be reduced by 15 percentage?

Scope

Because of limited possibility of observing work practices during the execution of the festival, the investigation of the ITU project group is limited to the work processes and management structure of the MIL board and arranger group. That is to say, the investigation will be limited to the process of planning the festival.

In addition, investigation will be limited to MILs **internal** communication, that is to say **not** any communication made with key partners, customers, sponsors etc.

Moreover, the ITU groups analysis will be focused on the **management** aspect of MILs activities, meaning **not** possible improvements work processes of volunteers, stage-hands etc. at the actual festival.

Investigation of MILs use of the IT system Podio **will** be included in the analysis.

Report target group

The report is targeted to the MIL board. The ITU groups intention, is to produce the business case in a format and language that best helps the board to utilize the project findings. This includes:

- Limitation of technical terms
- Focus on results and solutions
- Less focus on statistics and tools used to reach conclusions

Choosing the participants

The following **will** be participating in the analysis, either as informants or targets for observation:

- MIL board members
- MIL Arranger group team leaders
- MIL arranger group members

It should be noted that not all board members, arranger group team leaders or arranger group members will necessarily be interviewed or observed. Informants will be chosen from across the arranger groups.

The following will **not** be participating in the analysis:

- Volunteers
- Festival technicians
- Anyone not part of the MIL management.

*As MIL is a non-profit organisation all members and “employees”, at the current time, work voluntarily without direct payment. With this mentioned, when referring to volunteers now and in the future, it will be targeting the volunteers participating during the festival period itself, **not** the responsible coordinators and board members. The board members and responsible coordinators are considered and viewed as regular employees as to any other company.