

Project Team Members:

Czara Reynolds- Project Manager

Helen Peters- Web Designer

Jason Morris- Senior Developer

Scott Fassett- Senior Web Developer

Cindy Lewis- Consulting Analyst

XYZ Company Website Project Team Charter

We the members of the XYZ Company Website Project agree to uphold the following principles when working together throughout the next 6 months.

The team has been commissioned to work together for at a maximum of 6 months to develop a website for XYZ Company.

Group Goals

- ❖ Take ownership of all issues/roadblocks that interfere with the project and see them through to resolution.
- ❖ Deliver the best product to our customer by leveraging our strengths to meet deadlines and produce high quality deliverables
- ❖ Focus on identifying our strengths and weaknesses and promote continuous improvement to further develop our skills

Organization

- ❖ The team will vote to promote team leads to help prioritize deliverables and host team meetings.

Punctuality

- ❖ Team members will arrive on time to all meetings (kickoff, retrospectives, standups, and demos).
- ❖ If a team member arrives more than 10 minutes late to any of the above mentioned meetings or any other gathering classified as an official meeting that team member (or team members) volunteer to lead the next meeting.

Planning

- ❖ Team will meet for daily stand ups to discuss what was accomplished on the project the previous day, what they will be working on that day, and to share any roadblock (if any) that they encountered.
- ❖ Group will meet weekly to develop an action plan for the next week and to offer assistance in grooming the backlog as needed.
- ❖ Group will be in charge of maintaining an accurate calendar of all planned and scheduled vacation as well as major events and times away from the project.
- ❖ Group meetings will be canceled if more than 1 group member cannot attend, the meeting will have to be rescheduled by the member who could not attend.

Preparedness

- ❖ Agenda for meetings will be sent out at a minimum of 48 hours in advance (Thursdays for meetings scheduled for Monday morning)
- ❖ Team members will rotate taking turns to lead a meeting.

Communication

- ❖ The team will use candor when giving feedback and promote positivity.
- ❖ The team will utilize slack as the main vehicle for communication with the project team.

Team Values

- ❖ The team will evolve and adapt with each iteration that is delivered to continuously put out the best work for our customer.
- ❖ The team will focus on delivering outstanding results and we will hold quality over quantity.
- ❖ The team will operate with transparency by communicating internally and externally with honesty and respect.
- ❖ The team will promote an environment of customers first and make sure we hold their values in the forefront of everything we do on the project.

Document-Handling Procedures

- ❖ All documents will be recorded and prepared by the project manager and governed by the team.
- ❖ The team will use collaboration and brainstorming to create all project documents.
- ❖ The project manager will fact check all documents to make sure they are labeled and filled out correctly.

Conflict Resolution Process

- ❖ Before deciding on the best method to resolve conflict the team will make sure that the following is done:
 - Clarify the disagreement
 - Establish a common goal for both parties
 - Discuss ways to meet the common goal
 - Agree on the best way to resolve the conflict
 - Acknowledge the agreed upon solution and determine the responsibilities each party has in the resolution

Meeting Guidelines

- ❖ Stay mentally and physically present
 - That means listening attentively and don't interrupt or have side conversations
- ❖ Contribute to meeting goals and let everyone participate
 - Share ideas, ask questions and contribute to discussions
- ❖ Attack the problem and not the person
 - Respectfully challenge the idea not the person, judgement and blame pushes you further from a solution
- ❖ Record all outcomes and follow up
 - Share meeting reports with meeting participant and address any questions lingering in the parking lot

Team Agreements

- ❖ We agree to have open communication and active participation
- ❖ We agree to respect each others views, thoughts and appreciate the contribution
- ❖ We agree to resolve all conflicts positively and address conflicts head on and respectfully
- ❖ We agree that we are all equal and all of our contributions should be heard and acknowledged

Escalation Process

- ❖ The team will funnel all issues and concerns that need to be escalated through the project manager. If the project manager cannot resolve the issue on their own then the project manager will escalate the issue to the project sponsor for resolution.

Time Reporting

- ❖ The team will use Monday.com to create a board to time tracking of meetings, breaks and tasks and actions.

Status Reporting

- ❖ The team will provide status reports in daily stand-ups
- ❖ The team will hold weekly team meetings to discuss progress and next steps
- ❖ The team will calculate burndown chart using the entire product backlog for the project, not just for the current sprint
- ❖ The team will contribute to monthly status report

Training Guidelines

- ❖ Conduct a training needs assessment
 - Assess gaps between the skills needed for effective job performance and the skills currently held.
- ❖ Set a training budget
 - Consult with other departments to see what they budget for training
- ❖ Obtain resources
 - Facilitate training and development including materials, tools, infrastructure, trainers, vendors, and external expertise
- ❖ Plan a schedule
 - How often will training be scheduled?
 - In which frequency will certain programs be made available?
 - What is the ideal length for programs based on topic and audience?
 - What will be the location of training (onsite versus off-site)?