

Team Contract

Project Name: JKL Cleaning Service Website

Team Members:

- Lance Gonzales
- Navraj Singh
- Sehajbir Singh
- Jamie Espiritu
- Benjamin Mazerolle
- John Vincent Manio
- Sha Eugenio

Purpose and Objectives:

The purpose of this project is to create a web-based platform to enhance the experience for the client while improving and helping JKL Cleaning Service operate more efficiently. This will be the central hub for clients and Employees to communicate, book, request, and manage cleaning needs.

Goals:

Develop a web-based platform for JKL Cleaning Service to enhance client experience and operational efficiency. Create a central hub for clients and employees to communicate, book, request, pay, and manage cleaning needs. Ensure equal participation and collaboration among team members in all aspects of the project.

Roles and Responsibilities:

- Researcher: All the team members (Each team member is equally involved in this process)
- Designer: All the team members (Each team member is equally involved in this process)
- Developer: All the team members (Each team member is equally involved in this process)
- Communicator: All team members are responsible for communicating with each other and communicating with the stakeholders for updates and concerns.

Expectations:

Attend all team meetings and classes regularly. Actively participate in discussions and decision-making processes. Communicate effectively through the designated channels (Teams, email, phone calls, in-person). Maintain high-quality work standards and provide constructive feedback to improve the project.

Decision-Making Process:

Decision-making will be made by all the members who are involved in this project, giving each team member an equal say. When disagreements occur, as a team we are responsible for deciding on a term that will include everyone's viewpoint while reaching the desired outcomes we wanted.

Meeting Schedule:

Team meetings will regularly be held during class where each team member will meet in person to discuss the project. Additional meetings can be scheduled during weekends or when each team member is available if needed. The team leaders and minutes takers are rotated.

Roles:

- **Leader** - Serves as the group's spokesperson for the week when communicating with the instructor.
 - **Tasks:**
 - Reports the team's progress, action items, and plans for upcoming tasks.
 - Responsible for delegating action items to team members
 - Ensures team members are aware of their responsibilities and tasks are distributed effectively.
- **Minutes** - Responsible for documenting the events, discussions, and plans that occur during class.
 - **Tasks:**
 - Note down key decisions, action items, and any relevant points that emerge during the discussion.
 - Adds the minutes to this Excel sheet under the tab corresponding to the specific week.
- **Everyone** - Responsible for staying informed about the project's status, understanding the action items, and being aware of the decisions discussed during class.

Communication Plan:

We will be using teams as our communication tool. When it comes to the client, we will be using our email to communicate with them. When urgent occurrences, phone calls or in-person meetings will be considered.

Project Timeline:

A project TimeLine will be created based on the due date of the project and the availability of each team member. Each team member will be expected to be responsible and meet the deadline that was given.

Policies and Procedures:

Decision-making will involve equal participation from all team members. Team meetings will be held regularly during class, with additional meetings scheduled as needed. Communication with clients will primarily be through email, and urgent matters may involve phone calls or in-person meetings. The project timeline will be based on the project due date and individual availability.

Conflict Resolution:

All team members will be addressing and resolving when a conflict occurs. As a team, we must consider everyone's point of view and opinions while leading to the desired results we want.

Consequences:

If a team member is unable to attend a meeting or class, they must inform other members about their absence. Failure to inform about absences will result in a strike, with three strikes leading to removal from the group.

Work Quality and Standards:

Each team member must have high-quality work on their part of the project. We will review and provide each other with feedback to improve the project's outcomes.

Communication with Stakeholders:

We will keep the communication with the stakeholders consistent and professional, the team will be communicating with the stakeholders to inform them about the process of the project. Not only will we be informing them about the project, but we will also ask them for feedback and concerns about the project, implementing them into the project if necessary.

Expectations and Consequences:

Each team member is required to be present in class and meetings to be informed about the project's development and progress. If a member is unable to attend the class or the meeting, they must inform other members about their absences. Unable to do so will be given a strike, if a member has had three strikes they will be removed from the group.

Expected Grade:

We aim for a high-quality project that meets or exceeds the expected standards. 95%.

Electronic Signatures:

Lance Gonzales	Date Signed: January 16, 2024
Sehajbir Singh	Date Signed: January 16, 2024
Navraj Singh	Date Signed: January 16, 2024
Jamie Espiritu	Date Signed: January 16, 2024
Benjamin Mazerolle	Date Signed: January 16, 2024
John Vincent Manio	Date Signed: January 16, 2024
Sha Eugenio	Date signed: January 16, 2024