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| TEAM NAME: SDC | | |
| TOPIC | SAMPLE QUESTIONS TO ADDRESS EACH TOPIC | TEAM CHARTER |
| Values | What are the most important values that we will adopt to guide our actions and decisions as a team? | * Being result-oriented. * Customer satisfaction is our first priority. * Appreciation and respect each other. * Collaboration and continuous improvement. * Focusing on value. |
| What are the specific behaviors that describe each value? | * Work as a team. * Fast response. * Follow standard process. |
| Communication | What is the best way to communicate with each other and keep each other informed? | * Through Slack and zoom for meetings. * Sending mails for official confirmations and reporting. |
| How quickly do we agree to return phone calls, messages, e-mail? | * Response within 15 min is mandatory in core hours * Fast response within 1 hour in working hours |
| How and what will we communicate to our key constituents? | * through mails |
| Decision-Making | What will be our primary decision- making method? | * Discussion and voting. |
| What decisions will we make on our own? | * The work member are main responsible for after Team and technical leads agreements. |
| Conflict | How will we resolve disagreements? | * Determine points of agreement and disagreement * Present viewpoint in unemotional way. * Decide how to proceed on disagreements. * Summarize discussion in writing and move forward. |
| How will we handle if we do not follow through with our agreements? | * Share responsibility and agree to resolve issues. |
| Fun events | Events | * Birthdays celebration * Team building and outings monthly * Farewells |
| How will responsible to organize? | * All team rotationally |
| Meeting guideline | How will the meeting handled well? | * Meeting details should send by mail. * Meeting alerts should sent before 10 minutes before meeting time. * Do not be late. * Have a good network connection and quite place to work. * No side talks. |
| Norms | What are main norms? | * Working hours for 9 AM to 5PM from Sunday to Thursday. * Core hours for 1PM to 3PM. * Working overtime compensated with vacation day. |

**Steps to create team charter**

* Thinking about how to make the team more productive.
* Charter follow company rules and agreed by management.
* Thinking about Standards can be applied to any project and do not make any stoppers for project and insures healthy working environment.

* This charter discussed with team members and all suggestions and opinions took into account.