**Discounts App Team Charter**

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.

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

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.

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.

**Events**

• Birthdays celebration

• Team building and outings monthly

• Farewells

How will responsible to **organize**?

• All team rotationally

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.

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.