PROJECT CHARTER

**Project Title:** Cloud Kitchen **Project Manager:** Amit Sharma

**Project Sponsor:** RAJAH Group **Date Prepared:** 2022-11-13

**Project Customer:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[**Project Purpose or Justification:**](#Project)

* Our main purpose is to understand the value of food /food services and create a smooth link between local vendors and their respective customers.
* We will therefore offer a platform so that people can create their own virtual kitchen and begin delivering food solely from their homes.
* Newcomers, on the other hand, lack a platform to view all vendors providing tiffin services and compare prices, availability, and reviews.

**[Project Description:](#Description" \o "A summary-level description of the project. May include information on high-level product and project deliverables as well as the approach to the project.)**

* Every year, many immigrants and students arrive in Canada and discover themselves in a different country away from their home, culture, language, and cuisine.
* ‘Cloud Kitchen’ model is a model where both customers and Vendors can meet, search for their preference of food (type, price, distance, and delivery model), pay online and get food delivered to their doorsteps.
* 'Cloud Kitchen' can be accessed via Web as well as phone apps for both customers and vendors, making it easily functional and usable for the user.

**High Level Requirement:**

* Web portal and mobile application must have a customer service chatbot for customers.
* Both applications must be secured via a Secured Socket Layer for every transaction.
* The platform must have two separate registration and login pages for vendors and customers.
* Websites must be connected to an active database to store information related to vendors and customers.
* Websites must have a mechanism to auto log out users after a specific period of inactivity.

**High Level Risk:**

* Vendor Flexibility – Vendor response to changes in demand and external market variations.
* Market Conditions – Business can face unfavorable conditions in the market.
* Retention Of Vendors & Customer – Retaining potential vendors and customers for longer period.
* Technology Risk – Upscaling and down scaling of servers based on customer traffic on the website.
* Supply & Demand – Risk of running out of supply with increasing demand.
* Market Competition

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| **Project Objectives** | **Success Criteria** | **Person Approving** |
| **Scope:**  To complete the project Functionality as per the defined scope and desired functionality for both Users and the vendor | To complete all the use cases defined for functionality without any failures | Project Sponsor |
| **Time:**  To complete each phase of the project within the prescribed timeline (given below) | To finish the project by 7 June 2023 | Project Manager |
| **Cost:**  To finish the project from initiation to finish between $198,000 - $242,000 as a whole |  | Project Sponsor |

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| **Summary Milestones** | **Finish Date** |
| Initiation | 11-30-2022 |
| Analysis/Software Requirements | 12-6-2022 |
| Design | 1-5-2023 |
| Development | 2-21-2023 |
| Testing | 4-5-2023 |
| Unit Testing | 3-20-2023 |
| Integration Testing | 4-5-2023 |
| Training | 5-12-2023 |
| Documentation | 6-13-2023 |
| Pilot | 6-26-2023 |
| Deployment | 7-3-2023 |
| Post Implementation Review | 7-6-2023 |

[**Estimated Budget:**](#SummaryBudget)

The Estimated budget of our application “Cloud Kitchen” lies from $198,000 - $242,000. We are taking a marginal gap of 10% from our estimated cost which is $220,000.

[**Stakeholders and Roles:**](#SummaryBudget)

* Project Manager: A person managing the project to achieve all project goals within the given constraints
* App/Business owners: The owners of the online ordering system application
* Managers: Part of the company who manages the business of the company. For ex: Top-Level, Middle-Level and First-Line managers.
* Team Members: Members of the team ensuring the smooth functioning of the app
* Investors: Individual or an entity investing in the business as the goal of receiving a monetary return
* Customers: People those who order food from our online ordering system
* Delivery Partners: Entities those who deliver the food

**[Project Manager Authority Level](#ProjectManager" \o "The authority of the project manager with regards to staffing, budget management and variance, technical decisions and conflict resolution. )**:

[**Staffing Decisions:**](file:///E:\03%20-%20Semester3\02%20-%20DAB301%20-%20Project%20Management\project\Cloud%20Kitchen%20Charter_Anand.docx#Staffing)

Staffing Decisions will be handled by Project Manager where the Team Lead will identify tasks that need to be carried out during project and get workforce requirements. These requirements will be used to identify the job roles and responsibilities. Further these roles and responsibilities will be discussed with Project Manager and hiring process will start. In case of employee resign or employee termination the decisions will be narrowed down to either outsourcing or hire new employee but here project budget will be play crucial role.

**[Budget Management and Variance:](file:///E:\\03%20-%20Semester3\\02%20-%20DAB301%20-%20Project%20Management\\project\\Cloud%20Kitchen%20Charter_Anand.docx" \l "BudgetManagement" \o "Budget management refers to the ability of the project manager to commit, manage, and control project funds. Variance refers to the variance level that require escalation for approval or rebaselining.)**

Budget Management will be carried out by project management team where the project business case will be discussed and this will define and how much workforce and capital will be needed to execute the project, this estimation will be approved by Project Sponsor. In case of variance the change of requirements will be discussed with Team Lead and Project Manager if the change is required the change should be filled and approved by the Sponsor.

[**Technical Decisions:**](file:///E:\03%20-%20Semester3\02%20-%20DAB301%20-%20Project%20Management\project\Cloud%20Kitchen%20Charter_Anand.docx#TechnicalDecisions)

Technical Decisions are discussed between Team Lead, Team Members and Project Manager. Teams will encounter technical issues and new requirements during the project which will be discussed with Team Lead if the problem is small Team Lead and Team will use their expertise to overcome it and document it, If the issues are big then Project Manager will be notified, and possible solutions will be discussed with the Team Lead and Team.

[**Conflict Resolution:**](file:///E:\03%20-%20Semester3\02%20-%20DAB301%20-%20Project%20Management\project\Cloud%20Kitchen%20Charter_Anand.docx#ConflictResolution)

Projects involve multiple people with different opinions, expectations, values, and ways of working, coming together to manage and execute tasks. Hence at some point, conflicts are bound to arise. The conflicts arising in the working team should be addressed by Project Manager and Team Lead there are multiple ways they can stop conflicts some of them are Setting Guidelines about ideal workplace behaviour, frequent team collaboration and active listening.

[**Approvals:**](#Approvals)

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Project Manager Signature Sponsor or Originator Signature

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Project Manager Name Sponsor or Originator Name

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**Date Date**