

# 1 - Team Charter

## MISSION & OBJECTIVES ( VALUES )

- Save people money so they can live better.
- To improve the health of the people we serve.
- Convert the mindset of people from using physical card to digital one.
- Merchants Satisfaction.
- Sharing knowledge with teammates.
- Encouraging merchants to join us.
- Grow step inside and out ( We write a great story there )

## COMMUNICATION GUIDELINES

- A daily stand-up meeting is an opportunity to discuss a project's progress
- Online meeting and phone calls at urgent situations
- Status report every sprint

## FUN EVENTS

- We will celebrate with every team member birthday
- Achievements and productivity are consider
- Official outing every month

## DECISION MAKING & CONFLICT RESOLUTION

- According to situation. IS IT WORTH IT?
- Ask for a meeting when the problem is out of your scope
- Every team member is responsible about his task

## RESOURCES & SUPPORT

- Upper management support
- Mentoring programs
- Training

## 2 – What are the steps to create team charter?

Google it and reading many examples. I didn't mention the team members and their roles also budget and time line due to the limitation of requirements I have.

Here is some resources that I used to create my team charter

- <https://www.thomas.co/resources/type/hr-blog/how-create-team-charter-success>
- <https://www.wrike.com/blog/how-to-create-team-charter/#What-are-the-benefits-of-creating-a-team-charter>
- <https://www.projectmanager.com/blog/how-to-create-a-team-charter>
- <https://miro.com/guides/team-charter/>