**MIS 4596**

**Project Charter**

|  |  |  |  |
| --- | --- | --- | --- |
| ***Project Title*** | FindYourFit | ***Product/Process Impacted*** | Finding a personal trainer |
| ***Start Date*** | 1/20/16 | ***Organization/Department*** | FindYourFit |
| ***Target Completion Date*** | 4/6/16 | ***Champion*** |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | Description | | | | | | | | | | | |  | |
| **1. Project Description** |  | What problem is the team addressing? What problems do customers have?  Often people want to get in shape but are pressured by the feeling of the gym. The gym can often be intimidating; as well as, costly for both the trainer and the client. This service allows those people to skip the gym and find the ideal trainer that will work at their level by utilizing geo-location to match trainers to clients in a relative location. | | | | | | | | | | | |  | |
| **2. Project Scope** |  | What areas are inside and/or outside the work of the team? What are the boundaries (start and end points)? What specific parts of the overall problem will you focus on?  This project’s main area of focus is The project will facilitate the connectivity between trainer and client. We will eliminate the need for excess gym fees by directly connecting the two. We will focus on three main areas to facilitate this connection: location, fitness level, and fitness preference. We will first use GPS located in all smart phones to match client and trainer based on their relative proximity to each other. We will have all trainers and clients matched by not only their relative location, but also their relative fitness level and preference. The application will be secure, we will screen all potential trainers and ensure they have the all the necessary credentials to safely and effectively train an individual. Necessary credentials are defined as accredited sources uploaded by the personal trainers meaning certifications from: ACSM(American College of Sports Medicine), NSCA(National Strength and Conditioning Association), and ACE(American Council on Exercise). The trainer will be responsible for the specific creation of the workout; however, he will have an idea of what to create based on the preference provided by the client. | | | | | | | | | | | |  | |
| **3. Project Goal and Deliverables**  What must the team deliver to be successful? Does the team goal link to the key performance parameters established by the sector leadership teams? What is the baseline performance? How will the goal be measured? | | | | |  |  | **Metrics** (propose specific metrics for your project, e.g., cost reduction, time reduction, customer satisfaction, etc.) | | **Baseline** | **Current** | | **Goal** | |  | |
|  | | | | |  |  | Average Number of People Who Give Up Their New Years Fitness Goals | | 73% |  | | 60% | |  | |
|  | | | | |  |  | Average Number of Clients Trainers Train a Week | | 8-15 people trained per week |  | | 12-17  people trained per week | |  | |
|  | | | | |  |  | Average Cost of Gym Membership for Consumer | | $696 Annually |  | | $0  Annually | |  | |
|  | | | | |  |  | Cost of Gym Space for Personal Trainers | | $4800-  $7200  Annually |  | | 0$  Annually | |  | |
| **4. Business Results Expected** | | |  | What the benefits are to your organization when this project is complete. How will this project impact your organizations “Dashboard” metrics? What will be the impact to the financial bottom line?  The benefit of this will be a whole new way for personal trainers to market their fitness  services, without the need of expensive gym overhead. Gym overhead effects both trainer  ($4800-$7200) and Client ($696). The mitigation of these costs through our application  will attract both trainers and clients looking for cost saving ways to either expand their  business (trainers) or expand their fitness (clients). Clients will also experience cost savings from the lack of payment on gym overhead; as well as, guest fees if they are traveling and are wishing to go to a gym for that period. | | | | | | | | | | |  |
| **5. Team members** | | |  | Who is this team accountable to? Who is your champion? Who is on this team? What are the specific skills/roles of each team member? Who can the team turn to for expert guidance?  Nick Hockley  Dan Matronia  Alex Savon | | | | | | | | | | |  |
| **6. Support Required and risks** | | |  | What additional resources does the team need? What obstacles does the team see, and how can they be resolved?  Our team will need professionals in the field of fitness to help us move along with this project. Not only will we need them so potential trainees can find them, but to also learn more about legal requirements and/or obstacles that need to be taken care of before we can launch. A connection with someone who is a certified trainer in multiple fields of fitness would be a great source to get our project moving quicker. | | | | | | | | | | |  |
| **7. Customer Benefits** | | |  | How will this project help the customer of the organization? Could improvements have a negative impact on the customer?  Clients will not only be impacted by the cost savings of this project, they will also benefit with their  fitness needs. People gave up 73% of the time on their fitness resolutions; however, FindYourFit will  allow people to choose what they want to do and the intensity level of it. They are also paired to trainers  close to them, this saves the trainer and the customer time in finding where they are. Trainers will be able  to experience broader clientele accessibility as opposed to the gym setting. This will allow them to expand  the number of people they are able to train each week. | | | | | | | | | | |  |
| **8. Technology Architecture** | | |  | What are the specific tools/technologies you will be using? What is the experience of team members with these tools?  Our application prototype will be build using JustInMind. Dan is the only team member with previous experience working with the software and knowledge with the logic in the software has to be brushed up. We will have to create dynamic databases that can be updated after customers join the site and/or update their information. We will also have to make use of a search function so customers can find the right trainer or trainee they are looking for. | | | | | | | | | | |  |
| **9. Overall schedule/Work Breakdown Structure** (Key milestones & dates) | | | | | | **Responsible**  **individual** | | **Output (notes, diagrams, interviews, screen prints)** | | | **Date started if in progress**  **Or Expected completion date** | | **Date completed or date completion is expected** | | |
| Planning | | | | | | Alex Savon | |  | | | Expected Completion: 4/1/2016 | |  | | |
| Analysis | | | | | | Alex Savon | |  | | | Expected Completion: 4/3/2016 | |  | | |
| Design | | | | | | Daniel Matronia | |  | | | Expected Completion:  4/4/2016 | |  | | |
| Implementation: Construction | | | | | | Nick Hockley | |  | | | Expected Completion:  4/5/2016 | |  | | |
| Implementation: Testing | | | | | | Daniel Matronia | |  | | | Expected Completion:  4/5/2016 | |  | | |
| Installation | | | | | | Nick Hockley | |  | | | Expected Completion:  4/6/2016 | |  | | |

**Charter Development Guidelines:** Examples are in *italic*s. You can expand the form to meet your requirements as you enter text.

**Project Title**: Enter the name for your project – the name should convey a sense of purpose. Should contain an action word; such as – improve, develop, implement, reduce, etc.

*Reduce Cycle Time for Resolving Disability Disputes*

**Product/Process Impacted**: What you are working on.

*Disability Claim Process*

**Champion:** The sponsor of the project.

*Department Head*

**Organization:** Where you work.

*Corporate HQ – Shared Services*

**Start Date:** This is the first day on the project.

**Target Completion Date:** This is depending on the negotiated time line and scope with the sponsor.

1. **Project Description:** Several sentences addressing: why you are undertaking this project, the magnitude of the problem, general approach to be taken and expected benefits.

*The Shared Services Benefits Group receives on average 30 claim appeals per month. Many of these are resolved by providing information clarifying the process and others should have been handled locally or by directly working with the service provider. This project will improve the process currently in use so that calls/claims are resolved quicker. This will allow members of this organization to focus on more strategic issues and will improve client satisfaction and eliminate re-work.*

1. **Project Scope:** What the boundaries are of the process that you are going to be working on.

*This "Process" begins with opening of a claim dispute and ends when the disputed claim case being closed.*

1. **Project Goal:** Describe the target(s) that you are planning to achieve. Reduce cycle time by 50%, reduce cost per computer installation by 50% etc. If you don’t have a quantifiable target then you cannot claim that you have reached your goal.

Include the historical baseline information. The current value for the process will be updated as the project progresses toward your goal.

*For cycle time: Baseline- 2 days, Current- 2 days, Goal- 1 day (the goal reflects the 50% reduction from baseline)*

*For cost: Baseline- $1000, Current- $800, Goal- $500 (the goal reflects the 50% reduction from baseline)*

You may have other metrics that you are working to impact; if so, substitute them for any that don’t apply. You may have only one metric and will rarely have more than three.

1. **Business Results:** What the benefits are to your organization when this project is complete. How will this project impact your organizations “Dashboard” metrics? What will be the impact to the financial bottom line?
2. **Team Members:** List the dedicated team members and also any other regular contributors to the success of the project.
3. **Support Required:** Identify other resources that may be required, such as outside consultants etc.
4. **Customer Benefits:** What the benefits are to the customers of this project if the process/product is improved.

*The people using the claims dispute process will get faster results and resolution of their claim. This should result in better customer satisfaction levels with the process as well as improved productivity of service operators through fewer status inquiries.*

1. **Technology Architecture:** What are the tools you will be using (development tools, data base, etc)? How will you obtain the tools? What is the level of experience of specific team members with these tools?
2. **Schedule:** Enter the anticipated dates that you will complete each phase of the project; work with your champion to determine these dates.