**MIS 4596**

**Project Charter**

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| ***Project Title*** | ***Helping Hand*** | ***Product/Process Impacted*** | Furniture/Students |
| ***Start Date*** | ***August 28, 2018*** | ***Organization/Department*** | Habitat for Humanity Restore |
| ***Target Completion Date*** | ***December 04, 2018*** | ***Champion*** | Tony Messina |

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|  |  | Description | | | | | | | | | | | | |  | |
| **1. Project Description** |  | We will be partnering with the local Philadelphia region Habitat for Humanity to help them streamline their donation and selling processes. Working with Habitat for Humanity Restore we discovered that their system for donating and selling products was not efficient and made it difficult for users and employees to donate and navigate the site. We will increase the supply of donations by creating a better system for the user and employee. This will make it simpler to upload the new products into the database. The application will also be used to increase shelf storage by allowing products to be uploaded to the system more efficiently and increase inventory turnover. | | | | | | | | | | | | |  | |
| **2. Project Scope** |  | Our system will be run by our team internally and the physical products will be managed by Habitat for Humanity. Working with project sponsors within Habitat for Humanity Restore limits us to their time frames and budgets and could create various boundaries while implementing the new system. Other boundaries and constraints could include our internal teams work hours and physical met-ups. Overall we will help Habitat for Humanity Restore increase donations and online sales to help increase efficiency and reduce shelf life. | | | | | | | | | | | | |  | |
| 1. **Project Goal and Deliverables** | | | | |  |  | **Metrics** | | **Baseline** | **Current** | | **Goal** | |  | | |
| Create a prototype of the application and to present it to a group. We will be using JustinMind to show the steps on how our application will function.  Presentation on how our application will be effective on campuses. The presentation will also show the ease of use of the application.  To provide a service to reduce waste and to increase recycling in the philadelphia area. | | | | |  |  | **Increased Donations** | | 0% | 0% | | +30% | |  | | |
|  | | | | |  |  | **Increase Revenue** | | $956,496 | $956,496 | | +75%  =$1,941,433(approx) | |  | | |
|  | | | | |  |  | **Easy of Use** | | Medium | Medium | | High | |  | | |
|  | | | | |  |  | **Habitat Employee Satisfaction Rate** | | n/a | n/a | | 95% | |  | | |
| **4. Business Results Expected** | | |  | Create a mobile application prototype for Habitat for Humanity Restore to see how the new system will improve their current system. Provide real-time functions and sales to show how donations and sales will be increased. Increase inventory turnover, which mean items will be sold faster and new items can be brought in. | | | | | | | | | | | |  |
| **5. Team members** | | |  | We are accountable to our professor, Anthony Messina. Our team consists of Anthony Coleman, Chanyang Choi, Francis Poeske and Stephen Huh. We can turn to our professor for guidance.  Chanyang Choi:   * Main focus: Project Charter, Status Report * Assisting with: Systems Architecture, Process Models, Data Model   Francis Poeske   * Main Focus: Systems Architecture, Data Model, Meeting setup * Assisting with: Presentation, Project Charter   Stephen Huh   * Main Focus: Process Model * Assisting with: Presentation   Anthony Coleman:   * Main Focus: Presentation | | | | | | | | | | | |  |
| **6. Support Required and risks** | | |  | We will need the prototyping software, Justinmind, as well as records for donations and sales of Habitat for Humanity Restore to use as metric measures of our success. This could pose a problem if Habitat is unwilling to provide such information. If this is the case, we could use similar companies to determine an estimate of donations and sales to use as metrics of success. | | | | | | | | | | | |  |
| **7. Customer Benefits** | | |  | This project will help the customer increase efficiency of selling their products, decreasing shelf time. It will also streamline the process of uploading these products into the online system. Finally we will provide an easier way for people to donate products increasing inventory. It is possible that this system is confusing to existing employees and make the process more tedious on Habitat for Humanity’s end. | | | | | | | | | | | |  |
| **8. Technology Architecture** | | |  | We will be using the Justinmind prototyping tool. All four members of our team have experience using this tool from a prior course. Also all four of us will focus on the design, data integrity and functionality. | | | | | | | | | | | |  |
| **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 | | | | | | Project Team | | Project Charter  Project Pitch | | | 9/25 | | 9/30 | | | |
| Technical architecture | | | | | | Chanyang  Stephen | | Systems architecture  process model  data model | | | 10/1 | | 10/15 | | | |
| Design | | | | | | Chanyang  Francis | | Prototype,  Business Case | | | 10/20 | | 11/10 | | | |
| Revise Documents | | | | | | Chanyang  Stephen | | Revise all project documents | | |  | | 11/20 | | | |
| Presentation | | | | | | TBD | | Final Slide Deck | | |  | | 11/27 | | | |

**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.