

MIS 4596

Project Charter

Project Title	Grocery store checkout time reduction	Product/Process Impacted	Checkout/payment processing
Start Date	August 29, 2017	Organization/Department	
Target Completion Date	December 5, 2017	Champion	Department Head

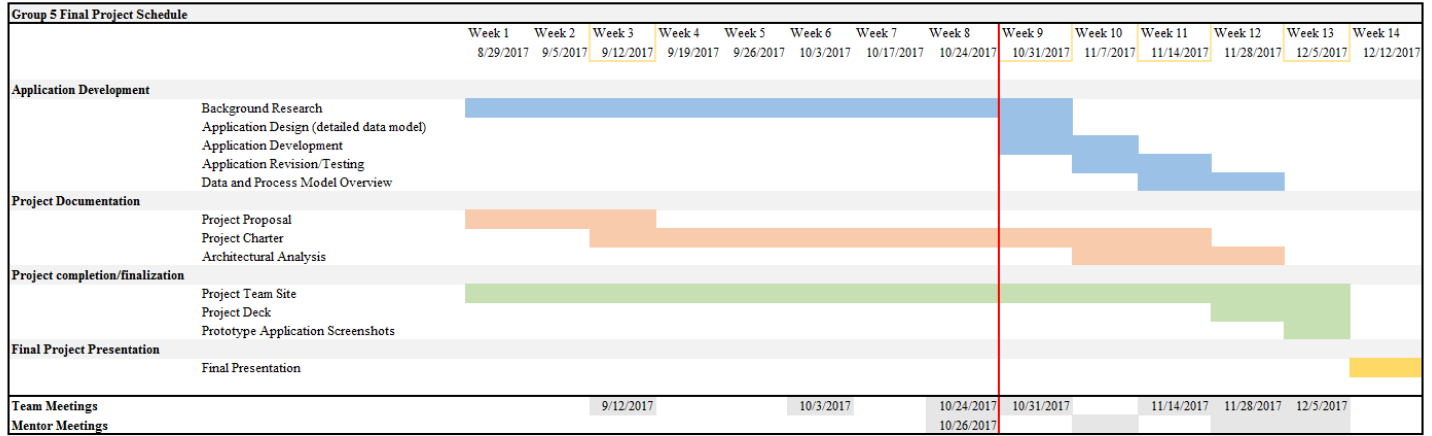
	Description
1. Project Description	<p style="color: red;">What problem is the team addressing? What problems do customers have?</p> <p>Customers at grocery stores complain about how long a line is for checking out. With the mobile application, customers no longer have to wait in a long line to checkout because they can do it themselves. With the application customers can scan the barcode on their product and checkout manually.</p>
2. Project Scope	<p style="color: red;">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?</p> <p>The process begins when a customer scans their products into the application and finishes when they finished the checkout process.</p>

		Metrics (propose specific metrics for your project, e.g., cost reduction, time reduction, customer satisfaction, etc.)	Baseline	Current	Goal	
1. 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?		Reduce checkout process time by 30%				
		Increase customer satisfaction by 40%				

4. Business Results Expected	Customers will be able to checkout faster and this will reduce the checkout process time while increasing customer satisfaction.
5. Team members	<p>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?</p> <p>Jonathan Kerr - Prototype Emily Schucker – Prototype and Project Management Tony Wu – Documentation Vince Furlong – Systems Architect</p>
6. Support Required and risks	<p>What additional resources does the team need? What obstacles does the team see, and how can they be resolved?</p> <p>We need to partner with grocery stores to connect the mobile application directly to the company. Customers might not even want to checkout using the application and would rather have the cashier checkout for them.</p>
7. Customer Benefits	<p>How will this project help the customer of the organization? Could improvements have a negative impact on the customer?</p> <p>It will help the customer by speeding up the checkout process instead of waiting in a long line. Only negative impact of this is the customer is not technology -proficient therefore the customer does not know how to use the mobile application.</p>
8. Technology Architecture	<p>What are the specific tools/technologies you will be using? What is the experience of team members with these tools?</p> <p>We will be using a prototype software called JustInMind.</p>

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	Tony Wu Emily Schucker		Date Started: 09/05/2017	
Analysis	Tony Wu		Date Started: 09/12/2017	
Design	Vince Furlong Emily Schucker Jonathan Kerr		Expected Completion Date: 11/07/2017	
Implementation: Construction	Emily Schucker Jonathan Kerr		Expected Completion Date: 11/14/2017	

Implementation: Testing	Emily Schucker Jonathan Kerr		Expected Completion Date: 11/28/2017	
Installation	Vince Furlong		Expected Completion Date: 12/05/2017	



Major Milestones	
Week 3	9/12/2017
Project Proposal Finalized	
Week 9	10/31/2017
Background Research Complete	
Application Design Finalized	
Application Development Begins	
Week 11	11/14/2017
Application Development Finalized	
Application Revision/Testing	
Data Process Model Overview Begins	
Project Charter Finalized	
Week 13	12/5/2017
Application Phase Complete	
Documentation Phase Complete	
Team Site Finalized	
Project Deck Finalized	
Prototype Application Screenshots Finalized	