**MIS 4596**

**Project Charter**

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| ***Project Title*** | Warehouse Wizard | ***Product/Process Impacted*** | Inventory Management |
| ***Start Date*** | 1/30/2018 | ***Organization/Department*** | IT/Data |
| ***Target Completion Date*** | 4/17/2018 | ***Champion*** | Tony Messina |

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|  | **Description** | | | | | | | | | | | |
| **1. Project Description** | QVC has recently suffered from low warehouse utilization, which is an issue that leads to longer product delivery time and lower levels of customer satisfaction and customer retention. In order to improve its warehouses’ utilization, the company has to figure out which warehouses need to be used and which kinds of products each warehouse should primarily store to minimize delivery time. Many of QVC’s warehouses are empty and unused while only a few are housing all of the inventory. | | | | | | | | | | | |
| **2. Business Results Expected** | | * Decrease in shipping times * Increase in customer satisfaction and retention * Increase in warehouse utilization * Increase in annual sales | | | | | | | | | | |
| **3. Team members** | | **Who is this team accountable to?**  Tony Messina  **Team Members - Skills/Roles**  Ryan Gibbons - Documentation / Prototyping  Liwei Yi - Modeling / Prototyping  Jiawei Huang - Coding / Data Analysis  Kelly Conger - Documentation/Prototyping    **Who can the team turn to for expert guidance?**  Maurice Whetstone, Director, Enterprise Data Management, QVC | | | | | | | | | | |
| **5. Support Required and risks** | | The team will need to access QVC’s data regarding shipping times, warehouse utilization, and customer satisfaction. | | | | | | | | | | |
| **6. Customer Benefits** | | By adopting this project, QVC can specifically and efficiently utilize its warehouses in order to shorten delivery time, thus increase its customer loyalty, sales, and profit. Also, QVC can cut its expenditures of the maintenance for warehouses that are left unused. | | | | | | | | | | |
| **7. Technology Architecture** | | * Data Analysis: SQL/SPSS/SAS/R/Excel/Tableau * Visualization: Photoshop * Prototype : Justinmind * Group file sharing : Google Drive | | | | | | | | | | |
| **8. 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 | | | | Ryan Gibbons  Kelly Conger  Liwei Yi  Jiawei Huang | | Process Model  System Architecture  Data Model | | | 1/30/2018 | | 2/20/18 | |
| Analysis | | | | Jiawei Huang | | QVC data analysis | | | 1/30/2018 | | 2/25/18 | |
| Design | | | | Liwei Yi | | Early prototype screenshots | | | 3/10/2018 | | 3/20/2018 | |
| Implementation | | | | Ryan Gibbons  Kelly Conger  Liwei Yi  Jiawei Huang | | Functional prototype | | | 3/20/2018 | | 4/17/2018 | |