

PROJECT CHARTER FOR WORKFLOW PROCESS IMPROVEMENT

Elimination of Waste and Improved Sustainability in Workflow

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EXECUTIVE SUMMARY

As the company plans to apply for B Corp Certification within the next five years, is important to analyze our production workflow processes to look for reductions in waste and improve sustainability metrics.

SCOPE STATEMENT

The purpose of this project is to analyze and look for improvements in our tea production workflow process. We primarily want to analyze the workflow processes from a lean manufacturing perspective to look for waste and to focus our processes on improving quality for the end user. We also want to analyze the workflow processes from a sustainability perspective and consider how we can make our production workflow processes friendlier to the planet as a whole.

Business Objectives

- Analyze workflow processes for improvements to increase the company’s overall sustainability metrics
- Analyze workflow processes for ways to reduce waste or unnecessary steps that don’t add value to our product’s end users
- Analyze workflow processes to improve chances the organization is approved as a Certified B Corporation

PROJECT DETAILS

Requirements

- Simplify the tea production workflow using lean manufacturing principles to increase efficiency
- Reduce use processes and materials that are not environmentally friendly
- Make process and material changes that cannot increase manufacturing costs

Deliverables

- Updated process flowchart
- Cost-benefit analysis of changes
- Summary of changes that specifically note sustainability measures used

Estimated Schedule

The project should be completed within two months of project kickoff.

| Project Milestones or Phases | Estimated Completion Date |
|---|--|
| Project Kickoff | Day 1 |
| Analysis of Current Workflow Process | Day 21 |
| Completion of Research Around Potential Changes | Day 42 |
| Final Recommendations | Day 53 |
| End of Project | A week after the final set of recommendations is created |

Estimated Budget

This project has a limited budget of \$30,000. Funds are allocated for travel, research, and the hiring of a third-party contractors to support the analysis.

Risks

- Removal of critical processes could lead to overall production errors or bottlenecks.
- Removal of processes could lead to less safe working environments for employees.
- Removal of processes could lead to a lower quality end product and then lower sales and damage to the company brand.

Completion Criteria

The project is considered complete when a new, streamlined workflow process has been recommended based on analysis and research and has met requirements.

Define Project Success

The workflow production process limits waste as much as possible and is as sustainable as possible, or will improve processes by reducing waste and improving sustainability. Improved sustainability will be viewed from the perspective of the application to be a Certified B Corporation.

ALTERNATIVES

The main alternatives to the project are not to review or change internal workflow processes or to use a different operations process or philosophy that differs from lean manufacturing, such as total quality management or Six Sigma.

STAKEHOLDERS

List all known project stakeholders.

| Name | Project Role | Organization |
|-----------------------------|---------------------|--------------------------------------|
| Chief Operations Officer | Project Sponsor | NationaliTeas Corporate Office |
| Director of Production | Project Team | NationaliTeas Manufacturing Division |
| Director of Quality Control | Project Team | NationaliTeas Manufacturing Division |

PROJECT MANAGER

Jennifer Smith

PROJECT AUTHORIZATION

By initialing each page and signing below, the chief operations officer and the project sponsor approve the project described herein and authorize it to begin.

X

Chief Operations Officer

X

Project Sponsor

ISSUE LOG

Issues that come up after the charter has been approved should be added below and reviewed for impact on cost, scope, and alignment to the original project requirements. Each issue should be addressed, either through a short explanation of why it does not need to be acted on or an explanation of how it will be resolved.

- There is general confusion among stakeholders regarding their level of decision-making power, involvement, and scheduling of major project milestones.
- A stakeholder has recommended a change from the existing product packaging to a shiny foil packaging for aesthetic reasons, and they have asked for this be built into the process workflow documents.
- The procurement department wants to triple the project budget to allocate more funds to researching, testing, and finding a new supplier for compostable packaging materials.