

# Project Charter

**Project Title:** Parcel Delivery Process

**Prepared by:** Robert Stokes

**Date:** 21<sup>st</sup> November 2013

**Version:** 1.1

## Problem Statement:

There have been an increased number of customer complaints being received regarding the delivery of parcels to end users.

## Background:

‘Speedy Delivery’ is a parcel collection and delivery company based in England. It has been operating for just under 4 years and is an internet based company. ‘Speedy Delivery’ prides itself on being a company that can deliver 100% of its parcels on time however 60% of all parcels have been delivered late over the past 6 months.

Over the past 12 months, the company have paid out £65,800 in compensation.

There has also been an increase of 55% in the number of complaints from customers over the same period of time. 40% of all complaints that are dealt with by the Complaints team are regarding the late delivery of a parcel.

In the first 6 months of the year, there has been a 33% decrease in the company’s profits in comparison to the first 6 months of last year.

## SMART Objectives:

1. To reduce the total number of parcels that are delivered late by 75% within the next 3 months
2. To reduce the number of complaints by 50% within the next 3 months
3. To reduce the number of total complaints by 75% within the next 6 months
4. To reduce the amount of compensation that is paid out to customers by 50% within the next 3 months

## In Scope:

- Parcels received at the distribution depot, to delivery to end users process
- Contracted Staff
- Permanent Staff
- Business end users

## Out of Scope:

- Parcel collections from customer premises
- Making amendments to the company’s customer terms
- Retail End Users

<b>Milestones:</b> <ul style="list-style-type: none"> <li>• Project Charter Sign off</li> <li>• Define Tollgate</li> <li>•</li> <li>• Measure Tollgate</li> <li>•</li> <li>• Analyse Tollgate</li> <li>•</li> <li>• Improve Tollgate</li> <li>•</li> <li>• Financial Benefits Sign off</li> <li>•</li> <li>• Control Tollgate</li> </ul>	<b>Deliverables:</b>	<b>Date:</b>
<b>Total Benefits:</b> <ol style="list-style-type: none"> <li>1. Reduction in the amount of compensation paid out – approximately £25,000 per annum</li> <li>2. Reduction in the number of customer complaints and therefore time spent working on them – 1.5 FTE savings approximately £30,750</li> <li>3. Increased efficiency through Right First Time</li> <li>4. An increase in Customer Satisfaction</li> </ol>		
<b>Risks:</b> <p>Some of the risks if this project is not delivered include:</p> <ul style="list-style-type: none"> <li>• Continued reputational damage</li> <li>• Further growth in the number of complaints</li> <li>• Staff redundancy</li> <li>• Company bankruptcy within the next 12-18 months</li> </ul>		
<b>Resources Required:</b> <p>Stated team members</p>	<b>Costs or Constraints:</b> <p>N/A</p>	

## Roles and Responsibilities

**Sponsor (Mandatory sign off)** *Agree to meet weekly for the first month of the Project and fortnightly or when required thereafter. There is also a requirement to attend all key meetings and to be willing to assist and support the PM in any other such sessions that they might request.*

<b>Ronald Carey</b>	<b>Ronald.carey@speedyd.co.uk</b>	<b>01904 999 123</b>
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**Position:** Head of Customer Relations

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Project Manager (Mandatory sign off)** *Regular updates are to be provided to all Stakeholders. The Project is to be conducted in a professional and organised way.*

<b>Robert Stokes</b>	<b>Robstokes@estuious.co.uk</b>	<b>01904 999 456</b>
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**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Team Members (Recommended sign off)** *Agree to attend weekly project meetings in addition to ad hoc meetings that will be required. As process experts, team members will be expected to complete certain tasks themselves and be involved in completing others as part of a group.*

<b>Nicole Hilson</b>	<b>Nicole.Hilson@speedyd.co.uk</b>	<b>01904 999 789</b>
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**Position:** Permanent Driver

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

<b>Christina Lopez</b>	<b>Christina.Lopez@speedyd.co.uk</b>	<b>01904 999 012</b>
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**Position:** Customer Services Deputy Manager

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

<b>Sean Brown</b>	<b>Sean.Brown@speedyd.co.uk</b>	<b>01904 999 345</b>
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**Position:** Contractor Driver

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

<b>Ricky Jones</b>	<b>Ricky.Jones@speedyd.co.uk</b>	<b>01904 999 678</b>
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**Position:** Parcel Depot Manager (Night Time Shift)

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Project Support (Optional sign off)** *To provide assistance in case any of the main team members are not available.*

<b>David Blige</b>	<b>David.Blige@speedyd.co.uk</b>	<b>01904 999 901</b>
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**Position:** Customer Services Member

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

<b>Ahmed Wright</b>	<b>Ahmed.Wright@speedyd.co.uk</b>	<b>01904 999 234</b>
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**Position:** Permanent Driver

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

<b>Jason Combs</b>	<b>Jason.Combs@speedyd.co.uk</b>	<b>01904 999 789</b>
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**Position:** MI Technician

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

<b>Jenifer Paul</b>	<b>Jenifer.Paul@speedyd.co.uk</b>	<b>01904 999 567</b>
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**Position:** MI Technician

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Key Stakeholders (Optional signoff)** *Regular updates will be provided.*

<b>Ray Cassie</b>	<b>Ray.Cassie@speedyd.co.uk</b>	<b>01904 999 890</b>
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**Position:** Managing Director, Speedy Delivery

<b>Ray Harris</b>	<b>Ray.Harris@speedyd.co.uk</b>	<b>01904 999 135</b>
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**Position:** Account Manager, Driving Services Ltd

<b>Laura Cutler</b>	<b>Laura.Cutler@speedyd.co.uk</b>	<b>01904 999 791</b>
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**Position:** Head of the Parcel Depot, Speedy Delivery

<b>Steve Duncan</b>	<b>Steve.Duncan@speedyd.co.uk</b>	<b>01904 999 357</b>
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**Position:** Customer Services Manager, Speedy Delivery

<b>Manjit Rouge</b>	<b>Manjit.Rouge@speedyd.co.uk</b>	<b>01904 999 913</b>
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**Position:** Parcel Depot Manager (Day Time Shift), Speedy Delivery

**Major Customers – see attached for contact details**

**Mandatory Project Sign off**

**Project Manager**

Robert Stokes

**Project Sponsor**

Ronald Carey

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

<b>Customer Contact Details:</b>		
<b>Carl Moody</b>	<b>Cmoody@mprus.co.uk</b>	<b>01904 999 246</b>
<b>Position:</b> Owner, MotorParts 'R' Us		
<b>Alex Smith</b>	<b>Alexs@wlc.co.uk</b>	<b>01904 999 802</b>
<b>Position:</b> Store Manager, War Lane Cellar		
<b>Lloyd Brown</b>	<b>Lloyd@rookeryrodeos.co.uk</b>	<b>01904 999 468</b>
<b>Position:</b> Customer Services Advisor, Rookery Rodeos		
<b>Amit Rodgers</b>	<b>ar@spare.co.uk</b>	<b>01904 999 024</b>
<b>Position:</b> Account Manager, Sparecars.co.uk		
<b>Jane Jones</b>	<b>Janejones@ffgalore.co.uk</b>	<b>01904 999 680</b>
<b>Position:</b> Owner, Flip Flops Galore		