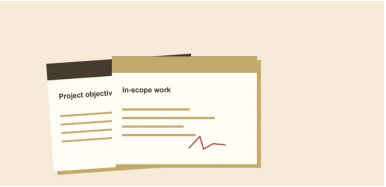
Project charter



We define objectives, scope, stakeholders and completion criteria for one internal project.

Who it helps

Operations directors and team managers

The problem to solve

Teams can start the same project with different understandings of its objective, limits and final approval.

Working through the brief

1. **Confirm objectives and stakeholders**

   Gather the agreed inputs. Project objectives, current schedule, owners and available records.

2. **Draft scope and completion criteria**

   Track “Project objective” and “In-scope work” together so the reviewer can connect the source information to the result.

3. **Review the charter**

   Use the charter to settle those questions before committing people or budget.

4. **Check the scope at handover**

   External audit, certification, software and additional teams are separate.

Worked example

A project is described as improving service. Specify the deliverable, acceptance owner and boundary in the charter.

Read the service scope / OPS-013

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