

Process Reengineering Project Charter

Project Name: Order Fulfillment Process Reengineering

Date: June 24, 2024

1. Project Purpose and Justification

To optimize and streamline the existing order fulfillment process, aiming to improve customer satisfaction, reduce lead time, and minimize operational costs.

2. Problem Statement

The current order fulfillment process is slow and error-prone, resulting in delayed deliveries, increased returns, and high processing costs.

3. Project Scope

- In Scope:** Order intake, order processing, inventory management, shipping coordination
- Out of Scope:** Supplier procurement and after-sales customer support

4. Objectives

- Reduce order processing time by 40%
- Decrease order errors by 60%
- Increase customer satisfaction scores by 25%
- Lower operational costs by 20%

5. Key Stakeholders

Name	Role
Jane Smith	Project Sponsor
Tom Lee	Process Owner
Amy Chan	Project Manager
Operations Team	Key Users

6. High-Level Timeline

Milestone	Target Date
Project Kickoff	July 1, 2024
Current State Analysis	July 15, 2024
Future State Design	August 15, 2024
Implementation	October 1, 2024

7. Success Criteria

- Post-reengineering KPIs meet or exceed objectives
- Stakeholder approval
- Smooth transition to new processes

8. Project Risks and Constraints

- Resource availability
- Change management resistance

- System integration complexity

9. Approval

Name	Signature	Date
Jane Smith	_____	_____
Tom Lee	_____	_____