

# 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	_____	_____