

Kaizen Event Project Charter



Project Name			
Agency/Division/ Location			
Scope Meeting Date		Target Event Date	

Project Resources	Name	Contact Information	
Team Leader(s)		Phone:	email:
		Mobile:	
Sponsor(s)		Phone:	email:
		Mobile:	
Executive Leadership		Phone:	email:
		Mobile:	
Project Facilitator		Phone:	email:

Project Details	
Problem Statement <ul style="list-style-type: none"> • What problem is the team addressing? • What is the magnitude and trend of the problem? • What is the baseline performance? 	
Project Scope Where does the process begin and end for this event?	
Out of Scope What is off-limits or out-of-bounds for the team?	
Business Objective <ul style="list-style-type: none"> • Why do this project- strategic importance? • Does this project relate to a business or customer requirement? State which one. • How does this align with the Director's Flexible Performance Plan or strategic importance? • What is the business impact of improving this process? 	
Support Required <ul style="list-style-type: none"> • What action is needed by the Sponsor to ensure success? • What support is needed from outside the project? 	

Risks/Constraints <ul style="list-style-type: none"> • What are the foreseeable challenges to completing this project? • What is the risk of not completing it? 	
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Project Goals- Metrics			
Goal	Metric	Baseline	Metric Goal
<ul style="list-style-type: none"> • Increase fist time quality/accuracy • Reduce lead/cycle time 	•	•	•

Expected Business Results	
Direct Benefits <ul style="list-style-type: none"> • What is the potential financial impact and what are the expected financial impacts? • What is the source of these numbers? • What assumptions are the teams using? 	•
Indirect Benefits	•

Schedule		
Milestone	Expected Completion Date	Actual Completion Date
Schedule/conduct scoping or additional team meeting		
Schedule Kaizen event, complete event logistics		
Gather any necessary pre-event data		
Identify Subject Matter Experts on “stand-by”		
Complete Kaizen Event		
Set 30, 60, 90 follow up meetings		

