

Template: QI Project Charter

Team:

Project:

Sponsor:

Project Start Date:

Last Revised:

What are we trying to accomplish?

Problem

Describe in 2 to 3 sentences the existing condition you hope to improve (i.e., the gap in quality).

Project Description (defines *what*)

Document your current thinking about the activities of the project (e.g., design a new process, improve an existing product or service, etc.). Note the subsystem, pilot population, and/or demonstration unit where the work will take place. Consider including your long-term vision and short-term project goals.

Rationale (defines *why*)

Explain why the current process or system needs improvement. If possible, include baseline data and other benchmarks.

Expected Outcomes and Benefits

How will this improvement benefit the team, the organization, customers, and/or the community? What is the business impact, such as reduced costs or other financial benefits?

Aim Statement

What outcome are you hoping to achieve? Specify how good, for whom, and by when (a specific date).

How will we know that a change is an improvement?

When defining your project-level measures, provide operational definitions, which specify unambiguously how to derive each measure, and be sure to define numerators and denominators in measures such as percent or rates.

Outcome Measure(s)

List the measure(s) you ultimately want to affect as a result of this project.

Process Measure(s)

List the measure(s) that will tell you if the system is performing as planned to affect the outcome measure.

Balancing Measure(s)

List the measures that will tell you whether you are introducing problems elsewhere in the system.

What changes can we make that will result in improvement?

Initial Activities

Consider starting by exploring the process or system you are trying to improve with tools such as interviews, direct observation, cause and effect diagrams, driver diagrams, and process maps/flowcharts.

Change Ideas

What ideas do you have for initial tests of change (Plan-Do-Study-Act cycles)?

Key Stakeholders

Whose input and support will this project require? How will you engage these key stakeholders?

Barriers

What barriers do you predict to your success? How will you overcome these barriers?

Boundaries

List any guidelines for the team, including project constraints, rules or procedures, technology considerations, what is out of scope, etc.