**AVIATION SIX SIGMA PROJECT CHARTER**

**TEMPLATE EXAMPLE**

IMPORTANT REMINDER

A narrative written charter must be circulated and signed by the project sponsors. You can attach a completed version of this template to your narrative written charter in an effort to keep it short and concise.

Please make sure you meet with the project team and sponsors before completing this template. Having a discussion with both parties will provide you with much of the information you need.

GENERAL PROJECT INFORMATION

|  |  |  |
| --- | --- | --- |
| PROJECT NAME | PROJECT MANAGER | PROJECT SPONSOR |
|  Aviation Six Sigma Process Improvement |   |   |
| EMAIL | PHONE | ORGANIZATIONAL UNIT |
|   | 000-000-0000 |   |
| GREEN BELTS ASSIGNED |   |   | EXPECTED START DATE | EXPECTED COMPLETION DATE |
|   | 00/00/0000 | 00/00/0000 |
| BLACK BELTS ASSIGNED |   |   | EXPECTED SAVINGS | ESTIMATED COSTS |
|   | $237,750 | $184,900 |

PROJECT OVERVIEW

|  |  |
| --- | --- |
| PROBLEM OR ISSUE  |  Airline Voucher Program |
| PURPOSE OF PROJECT | The existing voucher program could not accurately convert awarded vouchers into customer tickets. As a result, customers experienced two things: a lengthy call time for remedying their inaccurate voucher; and an extensive wait time for redeeming their voucher within the allotted period. In 37 percent of cases, customers had to follow up via customer service, experiencing an average wait time of 45 minutes per call. |
| BUSINESS CASE | Since 2030, Big Sky Air has been using a voucher program for canceled flights. This international strategy proved to be an effective response to the need for rapid industry disruption. Since 2031, the company has been piloting a program to replace the initial ticket voucher system, the procedural flaws of which prevented the redemption of passenger vouchers, thus causing a decline in customer satisfaction. There is a case to implement a better structure and scale the pilot program in phases in order to generate critical revenue growth.    |
| GOALS / METRICS | Big Sky will scale its pilot voucher revision program by the end of the fiscal year 2032. Our criteria for success is as follows: a 35 percent reduction in calls regarding customer voucher issues. (We will calculate this percentage based on the collection of call center data). The remaining two percent of customer issues with the voucher program will have an average wait time of less than 15 minutes. |
| EXPECTED DELIVERABLES |  |

PROJECT SCOPE

|  |  |
| --- | --- |
| WITHIN SCOPE |  In Scope: the Big Sky Air voucher program, the platform implementation process, and customer service call centers  |
| OUTSIDE OF SCOPE |  Out of Scope: sales, passenger-initiated vouchers, and undisrupted ticketing  |

TENTATIVE SCHEDULE

|  |  |  |
| --- | --- | --- |
| **KEY MILESTONE** | **START** | **FINISH** |
| Form Project Team / Preliminary Review / Scope |  |  |
| Finalize Project Plan / Charter / Kickoff |  |  |
| Perform Defining Phase |  |  |
| Perform Measurement Phase |  |  |
| Perform Analysis Phase |  |  |
| Perform Improvement Phase |  |  |
| Perform Control Phase |  |  |
| Perform Project Summary Report and Close Out Project |  |  |

RESOURCES

|  |  |
| --- | --- |
| PROJECT TEAM |   |
| SUPPORT RESOURCES |   |
| SPECIAL NEEDS |   |

COSTS

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **COST TYPE** | **VENDOR / LABOR NAMES** | **RATE** | **QTY** | **AMOUNT** |
| **Labor** |   | $150.00 | 200 |  $ 30,000.00  |
| **Labor** |   | $200.00 | 100 |  $ 20,000.00  |
| **Labor** |   | $350.00 | 50 |  $ 17,500.00  |
| **Labor** |   | $85,000.00 | 1 |  $ 85,000.00  |
| **Labor** |   | $4,850.00 | 3 |  $ 14,550.00  |
| **Supplies** |   | $17,850.00 | 1 |  $ 17,850.00  |
|   |   |   | TOTAL COSTS |  $ 184,900.00  |

BENEFITS AND CUSTOMERS

|  |  |
| --- | --- |
| PROCESS OWNER |   |
| KEY STAKEHOLDERS |   |
| FINAL CUSTOMER |   |
| EXPECTED BENEFITS |   |

|  |  |  |
| --- | --- | --- |
| **TYPE OF BENEFIT** | **BASIS OF ESTIMATE** | **ESTIMATED BENEFIT AMOUNT** |
| **Specific Cost Savings** |   |  $ 25,000.00  |
| **Enhanced Revenues** |   |  $ 92,500.00  |
| **Higher Productivity (Soft)** |   |  $ 17,500.00  |
| **Improved Compliance** |   |  $ 12,000.00  |
| **Better Decision Making** |   |  $ 18,500.00  |
| **Less Maintenance** |   |  $ 26,000.00  |
| **Other Costs Avoided** |   |  $ 46,250.00  |
|   |   |   | TOTAL BENEFIT |  $ 237,750.00  |

RISKS, CONSTRAINTS, AND ASSUMPTIONS

|  |  |
| --- | --- |
| RISKS |   |
| CONSTRAINTS |   |
| ASSUMPTIONS |   |

|  |  |  |
| --- | --- | --- |
| PREPARED BY | TITLE | DATE |
|   |   |   |

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| --- |
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