

PROJECT CHARTER

Project Title: Food and Grocery Delivery Service

Project Sponsor: Theodore Brown

Date Prepared: September 07, 2020

Project Manager: Theodore Brown

Project Customer: Theodore Brown

Project Purpose or Justification: The motive of this project is to transform Mr. Brown's retail store to a food storage and processing center and, at the same time, create an application and a website for online orders, pickups, and deliveries using the recent and future technologies. The use of phones, and computers boost the process in that food and grocery can reach the intended people from all corners (Kurniawan, 2019). Besides, the use of the internet has changed people's lives, and Mr. Brown has realized that he can do processing and delivery online without the customers availing themselves in restaurant.

Due to Covid 19 outbreak, the project retail investment decided to prepare a robust application software on his hardware that will ensure that all orders ordered are visible. This application will contain details such as; residential details of the customer, the retailer name and number, delivery name and time of pick up, the order number, and the type of food offered. Mr. Brown will develop and fine-tune the operating system that is suited to incorporate a peripheral sensor network system. This system will prevent errors, and apply corrections when needed. His principal focus is timely, reliable, safe, affordable and healthy ordering and delivery.

Project description: The project will transform the retail store to food storage and a processing center and, at the same time, create applications and websites for online orders, pickups, and deliveries. Due to challenges encountered while setting up this project, the project will include efficiency testing through analysis tests. The applications and the websites will be customer friendly in that they will cater to all customers regardless of their education status. The project will have a web ordering system, menu management system module, and an order retrieval system. The hardware and the software will be strong enough to keep customers and retailers details safe. Alongside application and website construction, the project will provide

training to potential customers to ensure the free flow of foods and groceries without any hindrances.

High Level Requirements:

- Completed Warehouse/ store building.
- Setting up displays for merchandise and cash registers.
- Setting up the supply network.
- All necessary Government permits/licenses for business operation.
- Up to date three different types of apps for customers, instore employees and delivery drivers.
- Parking area for customers and employees.
- Setting up security system and accounting system.
- Hiring and training the employees.
- Setting up kitchen and dining area.

Assumptions:

- Required funding will be obtained from sponsors.
- Required technology for the apps will be obtained.
- Store building will be ready on time with proper safety requirements.
- Apps and website will be secure against security threats.

Constraints:

- Fixed funding.
- Limited time: project must be ready by beginning of August 2021 because the next one to two years are crucial for online business.
- Developing user friendly technology and fixing any bugs before launch.
- Many government approvals are required.

High Level Risks:

- Delays in the recruiting and training the employees.
- Vulnerability of cyber-attacks at online business.
- Software flaws of the apps.
- Delays due to weather conditions.
- Delays due to obtaining necessary permits.

PROJECT CHARTER

Project Objectives	Success Criteria	Person Approving
Scope:		
Build a food and grocery delivery service system.	1) A multifunctional food storage, processing, and packaging center including following functional areas: • Storage area: a warehouse with ice fresh system	Mr. Brown

	- Food processing area: a kitchen - Packaging area - Fast pickup area - Dining area 2) A complete set of hardware and software products. - An application - A website 3) Equipment and facilities for different areas Well-trained employees for different departments.	
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Time:

September 1 st , 2020 to September 1 st , 2021	The project is to be completed by September 1 st , 2021	Mr. Brown
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Cost:

\$25 million USD	The project is to be completed within the raised fund budget of \$25 million USD	Mr. Brown
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Other:

Capacity Handling	This system must be capable of handling at least 10,000 orders per day including online and offline.	Mr. Brown
Green Initiatives and Sustainability	Use of environmentally friendly packaging materials	Mr. Brown
Summary Milestones		Due Date
Architectural design and business plan approved		September 10 th , 2020
Permits and licenses received for building and business		September 20 th , 2020

Contracts signed with a construction contractor and a software company	September 22., 2020
Unnecessary original walls and decoration torn down	October 20., 2020
Application and website designed	October 20., 2020
Software prototype created	November 1., 2020
Application and website tested and accepted	January 30., 2020
Building construction completed and accepted	April 30., 2021
Water, electricity, equipment, and facilities installed	May 30., 2021
Team recruited for different departments	June 10., 2021
Employees trained	June 30., 2021
Contracts signed with suppliers	July 31., 2021
Grand opening (Project completed)	August 15., 2021

PROJECT CHARTER

Estimated Budget:

25 million USD

Stakeholder(s)	Role
James Smith Apps and Website developers	- Website, IOS and Android apps development for customers, employees and delivery drivers. - Improving the apps according to users' feedback. - Fixing the bugs in the apps.
Johan Randall and Melinda Barr	Grocery and food market research.
Jeff Johnson Law Office	Help in obtaining the legal

	documents such as: • Federal Employment Identification Number. • Insurance Policies. • Business licenses. • Certification of Incorporation. • Employment agreement.
Harry Jacob Firm	• Setting up the freezers, refrigerators, shelves and display cases.
	• Setting up cash registers with card processing machines. • Setting up the kitchen and dining area.
Michael James	• Contacting potential vendors and Setting up the supply network.
Morgan Security Consultants	• To Provide security solutions e.g. Hidden devices such as cameras and alarms and employment of security personals.

Ford & Bell Associate	• Setting up pay roll. • Reconciliation of accounts. • Tracking of revenue and expenses. • Selecting an accounting method.
Government Departments	• Inspecting and providing feedback regarding any safety issues.

Resources Preassigned:

Building, funding, design, engineer, and researcher are available.

Project Approval Requirements:

- Project will be completed within the required time frame.
- Project will fulfill all safety and health standards as required by local Government authorities
- Delivery service will meet food and grocery quality expectations of customers.

Project Manager Authority Level:

Staffing Decisions:

The project manager has the authority to evaluate, hire, and dismiss project team members.
The project manager has the authority to evaluate, select, and dismiss suppliers and contractors.

Budget Management:

The project manager has the authority to make financial decisions within the scope of the contract. The project manager has the authority to use and control the cost of risk response and the cost of rushing measures.

Third party contractors and suppliers are responsible for ensuring that costs and expenses remain within the established budget. The project manager has the authority to review the performance of contractors and suppliers and replace them at their discretion.

PROJECT CHARTER

Technical Decisions:

The project manager has the authority to review and approve major technical measures and technical plans to prevent losses caused by mistakes in decision-making.

Conflict Resolution:

The project manager is responsible for coordinating the relationships between all aspects of the project, creating good conditions for the project, and resolving conflicts among the stakeholders on the project.

Approvals:

Project Manager Signature

Sponsor or Originator Signature

Project Manager Name

Sponsor or Originator Name

Date

Date