

**Project Charter Michigan Steel****Date 01/01/15****Process****Goals/Objectives**

Order Processing Department

Improve speed of order process.  
 Please our customers  
 No increase in costs

**Problem/Opportunity**

Our customer Acme Stamping has completed an improvement activity and requires us to ship steel the day after order or they will investigate other suppliers. Acme appears to be in a growth area and has been increasing orders. We do not want a separate process for each customer.

**Process Boundaries****Process Owner****Start:** Customer desires steel from us.

Order processing Supervisor

**End:** Order is sent to Production Control**Business Case****Team Members and Roles**

Michigan steel has a long history of serving the stamping industry and Acme is a very well respected customer who appears to be growing. We need their business and they have asked for next day delivery of steel. This request is not unreasonable based on our current inventory since they do not use specialty steel. We do not however want a separate process for each customer.

Order entry clerk  
 Credit check clerk  
 Reconcile clerk  
 Finalize clerk  
 Shipping clerk  
 Production schedule clerk  
 I/T supervisor  
 Supplier  
 Customer

**Milestone:****Date:**

TBD