

Team Charter

Initiative: Policy and Analysis

Team Lead:	Ron Streets	
Team Members	Core Members	Part time/Advisors
	Robert Bridgeman	
	Gene Greene	
	Susan Haenel-Beck	
	Peter Sweet	

Initiative Mission:
Review current FP Policy and Analysis business processes. Develop and implement revised procedures that increase the effectiveness of policy and analysis – identify technical solutions.

Goals	Key Success Indicators
Review current business processes and technology to identify inefficiency and areas most in need of reengineering.	Increased communication and consistency with policy analysis and interpretations resulting in increased employee moral and customer satisfaction.
Provide communication to team members and other members of this and other channels, as well as the GA/lender community to keep all parties informed of accomplishments and issues.	Financial Partners are aware of initiative outcomes, and how specific actions impact them.
Develop and implement new processes and work procedures, where appropriate.	Employees and systems are performing processes that most effectively respond to questions and requests.
Identify best in business practices and technology.	Financial Partners are confident that they are receiving a consistent and accurate answer to a question/request.

Initiative Milestones/Deliverables	Target Completion Date	Responsible Party
Current Environment Assessment	May 29, 2000	Ron Streets, Deb Malone
Solutions Identification	June 30, 2000	Ron Streets, Deb Malone
Conceptual Design/Business Case	July 25, 2000	Ron Streets, Chris Ward

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In-Project Scope	Out of Project Scope
FP Policy and Analysis	SFA Program Development (will include in workshops to gain understanding and ideas).