**OM 305**

**Operations Management**

**Team Contract as of 1/26/23**

**Please insert the requested information:**

Team Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Project Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Team Communicator

(Name): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of this Contract: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**A. Commitments:**

As a project team we will:

• Agree to do work on projects that we are qualified and capable of doing.

• Be honest and realistic in planning and reporting project scope, schedule, staffing,

and cost.

• Operate in a proactive manner, anticipating potential problems and working to

prevent them before they happen.

• Promptly notify our customer(s) and sponsor of any change that could affect them.

• Keep other team members informed.

• Keep proprietary information about our customers in strict confidence.

• Focus on what is best for the project as a whole.

• See the project through to completion.

**B. Team Meeting Ground Rules: Participation**

We will:

• Keep issues that arise in meetings in confidence within the team unless otherwise indicated.

• Be honest and open during meetings.

• Encourage a diversity of opinions on all topics.

• Give everyone the opportunity for equal participation.

• Be open to new approaches and listen to new ideas.

• Avoid placing blame when things go wrong. Instead, we will discuss the process and

explore how it can be improved.

**C. Team Meeting Ground Rules: Communication**

We will:

* Seek first to understand, and then to be understood.
* Be clear and to the point.
* Practice active, effective listening skills.
* Keep discussions on track.
* Use visual means such as drawings, charts, and tables to facilitate discussion.

**D Team Meeting Ground Rules: Problem Solving**

We will:

• Encourage everyone to participate.

• Encourage all ideas (no criticism), since new concepts come from outside of our normal

perceptions.

• Build on each other's ideas.

• Use team tools when appropriate to facilitate problem solving.

• Whenever possible, use date to assist in problem solving.

• Remember that solving problems is a creative process—new ideas and

new understandings often result.

**E. Team Meeting Ground Rules: Decision Making**

We will:

* Make decisions based on data whenever feasible.
* Seek to find the needed information or data.
* Discuss criteria (cost, time, impact, etc.) for making a decision before choosing an option.
* Encourage and explore different interpretations of data.
* Get input from the entire team before a decision is made.
* Discuss concerns with other team members during the team meetings or privately rather than with non-team members in inappropriate ways.
* Ask all team members if they can support a decision before the decision is made.

**F. Team Meeting Ground Rules: Handling Conflict**

We will:

• Regard conflict as normal and as an opportunity for growth.

• Seek to understand the interests and desires of each party involved before arriving

at answers or solutions.

• Choose an appropriate time and place to discuss and explore the conflict.

• Listen openly to other points of view.

* Repeat back to the other person what we understand and ask if it is correct.

• Acknowledge valid points that the other person has made.

• State our points of view and our interests in a non-judgmental and non-attacking manner.

* Seek to find some common ground for agreement.

**G. Meeting Guidelines (Please insert):**

• Meetings will be held every \_\_\_\_\_\_\_ days/weeks/months.

• Meetings will be called by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

• Agendas will be issued every \_\_\_\_\_\_\_ days/weeks in advance by

▪\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

• Meetings will be facilitated by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

• Evaluations of meetings will be conducted every \_\_\_\_\_\_\_ meeting.

• The scribe will issue minutes within \_\_\_\_\_\_\_ days of the meeting.

**H. Meeting Procedures:**

• Meetings will begin and end on time.

• Team members will come to the meetings prepared.

• Agenda items for the next meeting will be discussed at the end of each meeting.

• A Parking Lot will be used to capture ‘off-the-subject’ ideas and concerns.

• Unresolved issues will be added to the Issues list.

• If a team member cannot attend a meeting, he/she will send a representative with authority to

make decisions.

• Meeting tasks will be rotated among members.

**I. Team Discipline:**

• Any non-performing team member can be dismissed by the team. alone.

**I agree: (Signatures of team members)**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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