Checklist: How to Deliver Exceptional Projects

Below is a checklist of key items your team should be considering to master Play 1: Exceptional Projects.
Check all of the items that you have already put in place, then work through the unchecked items to complete this play, and win.

- [ ] Make sure there is a solid project management methodology and plan in place—with external dependencies and constraints clearly documented.

- [ ] Have team members— who will implement the project—create client estimates and have a peer review if possible.

- [ ] Take extra time to ensure that client requirements are documented, tied back to business needs, reviewed with client and include sign-off.

- [ ] Be sure that all subcontractors have separate, thorough and clear project management plans— especially around effort and cost estimates.

- [ ] Create a communication plan that includes a schedule for an internal kick-off meeting, a client kick-off meeting, project status meetings and client meetings. Publish minutes for each of those meetings.

- [ ] Clearly define an escalation path or process for the project.

- [ ] Ensure a formal process to hear and capture client satisfaction for deliverable quality, project communications, technical ability and more.

- [ ] Set up weekly meetings to review the plans and update status with key team members.

- [ ] Create a process for team members to bring up issues, risks, questions and change requests. Assign issues to specific individuals who track actions and closures. Monitor the impact on project scope, time and cost.

- [ ] Build a project organization chart that includes all players—including the client and third parties.

- [ ] For each project, establish a RACI chart that clearly defines who is: responsible (R), accountable (A), consulted (C), and informed (I).

- [ ] Develop a contingency plan to anticipate key resource turnover.

- [ ] Double-check to make sure the team's technical skill sets are deep and broad enough to deliver the project.

- [ ] Leverage a scalable project management platform and software that gives time and resources back to profitable activity.

- [ ] Evaluate your project using a matrix of project, financial and resource data. Identify what you would have done differently. Remember, the difference between good and great is in the details.