

WORKSHEET #3

CONTRACT ADMINISTRATION CHECKLIST

Effective contract administration can go a long way to ensuring you have a happy customer. Review this checklist to make sure you have all the point covered. If you have these elements in place then you will be well on your way to effective contract administration.

	Item		Action
1	A formal contract signed by all parties		
2	A project plan with activities, actions and allocated responsibilities		
3	Agreed delivery schedule or process		
4	Named contacts for all parties		
5	An accountable Project Manager		
6	Agreed measurement (KPIs)		
7	Agree reporting cycle		
8	Agreed meeting cycle		
9	Strong internal business processes		
10	Regulate customer and stakeholder feedback		
11	Adequate resources allocated to the service		
12	Regular informal communication with the customer		
13	Agreed payment terms and a payment schedule		
14	Strong internal oversight		
15	Strong internal communication		