

## How we will manage your projects to deliver great results

*Dear Client,*

We look forward very much to working with you to deliver your project. Before we start, we would like to outline some key thoughts which will help make this project a great success for you. Please do take the time to read this.

### **Our promise to you**

If we follow these procedures we will provide a service which both you and we will be proud of, at a cost that you have agreed that you're happy with.

### **What we ask of you in return**

We ask that you read this document and highlight anything which you may have a problem with. We then ask that you follow these project processes and try to adhere to the timetable agreed at the start. Thank you!

### **How we work**

In order that we can ensure that your project is completed efficiently, to agreed costs and that your objectives are met we need to follow important project processes. Our objective is to ensure that you know exactly what you are signing up for at the start of the project and that there are no surprises at the end, in terms of cost, design or function.

We estimate the costs for a project based upon the time we will need to work on it. This means we need to manage expectations and control the hours taken on the project. The simple rule is that if it takes longer to deliver what we said we would take to deliver then that's our bad luck! However, if there are new functions, features, or additional design change stages requested by you then there will be additional costs.

### **Project Co-ordinator**

You will be allocated a Project Co-ordinator for your project. This person will be the main contact for you during the project. Of course you will also communicate with our designers, our development team and your Marketing and Sales Consultant.

### **The project proposal**

You will have been provided with an outline proposal document which will outline what will be delivered for the cost.

Note, that the project specification will not be able to deviate from this proposal in any major way without incurring additional cost. (A 12 page brochure will cost more to design than an 8 page brochure; a website with 3 unique registration forms will take longer to develop than a website with one form).

### **Project Timetable**

We will be scheduling your project workload to make sure that we meet your project deadlines. You should receive an outline timetable for your project which will show the key milestones and approval stages the project will require.

It is important that we stick to the agreed timetable because if we miss a production slot with our design or development teams it may be a couple of days before we can reassign and reschedule your work.

It's therefore very important to make sure that you can commit to the timetable for providing content in terms of words, pictures, logos and of course approval signatures. We will not mind rescheduling work but we want to ensure that your own deadlines are met.

## **Confirmation to proceed**

You will be asked to sign a confirmation to proceed document which confirms that you are happy with the Proposal and want to commit to the project and the full costs involved.

## **Invoicing**

We are totally committed to the success of your project. We ask for some financial commitment from you as well to cover the initial stages of our work. To that end we usually require payment of 50% of the project prior to commencement and 50% at the completion of the project.

## **Project Specification Document**

If your project is for design, print, web development, or telemarketing services, you will have a simple outline specification document which, will need to be signed off by you before work can begin on the project. This specification confirms the detail of exactly what you should expect for the price agreed and what is not included.

It is very important that you are clear exactly what you want before we commence development this document. Please check out the competition now and ensure that all of the necessary functions or design requirements are included. Don't leave it to half way through the project to find competitors that you want to match!

Please make sure that you understand and agree with all aspects of the specification before you sign it.

## **Project Design Stages and Client Sign-off**

Most projects involve a design element. Unless otherwise agreed in writing, our costing of proposals allows for 3 client sign-off stages: the development of an agreed concept and two stages of design changes. Changes requested by you above this will be charged at our standard hourly rates.

This means that it is very important to think about all the changes and comments you might like to make prior to signing off any design stage and that those changes are agreed before the next stage of design work commences.

## **Changes to the specification or additional design changes**

Sometimes, of course, there are additions and changes to any project which are requested by clients. If this is the case, and if there is extra work involved, we will produce a change request form which will be for you to confirm that you want the changes or additions at the additional cost.

**We very much look forward to working with you!**

Thanks