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Delivering
the contract

Ensuring your business successfully fulfils the contract.

"As a buyer, I want to know if there's a potential problem. Let's discuss any emerging or potential challenges and risks openly and honestly. Before it turns into a problem."

Important things to do

- Establish a clear contract management protocol from the beginning. This includes:

  » Performance KPIs.
  » Regular meetings.
  » Providing progress updates.
  » Identifying and managing risks.
  » Protocols for managing disputes.
  » Agreeing all variations will be in writing.

- Focus on delivering on quality, time, in scope and on budget.
- Follow the rule of no changes to the scope, budget or timing without agreement by you and your client's authorised representative. All variations should be in writing.
- Mutually agree upfront the frequency and nature of contact throughout the relationship. Know who the key client contacts are and keep these details up-to-date.
- Respond to the client promptly.
- Seek feedback from the client on how you're delivering. What is working, what is not working. Take feedback on-board.
- To receive payments:

  » Confirm process for submitting invoices.
  » Confirm an invoice can be raised.
  » Only invoice for the amount agreed in the contract.
  » Provide a GST compliant invoice.
  » Ensure payment terms match what was agreed in the contract.

- Build and maintain relationships with clients and prospective clients.

Things to remember

For particular industries:

- Financial services: maintenance of confidentiality and client data security is critical.
- Building and construction: safety and managing sub-contractors is critical.