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Beyond the contract

Successfully closing out a contract and setting up follow-on contracts / work.

"Remember, your business is as good as its last contract / project. If you have successfully fulfilled a current contract, this quality work will be taken into account when the client awards future contracts."



Important things to do

- Throughout the life of the contract maintain a trusted relationship with the client.
- Identify further opportunities to expand the contract or start new contracts well before the current contract ends.
- Seek feedback from the client at the end of the contract. Capture lessons learnt.
- Return any assets / materials / access passes provided by the client.
- Capture client testimonials.
- Record a description of the project / work undertaken including the client, timing, description and value in a register of projects. You can draw on this to show your business's track record and experience.
- Ensure intellectual property is managed appropriately.
- Note any ongoing liabilities, warranties, insurances that are required to extend beyond the end of the contract.
- Build and maintain relationships with clients and prospective clients.

Things to remember

For government:

- Return all government supplied materials.
- Maintain confidentiality as required.