

Make promises you can deliver.

Whether you are delivering a customer project or buying help from a supplier, a clear scope prevents expensive misunderstandings. Use this workbook to define done, compare choices and give every handoff an owner.

1. Write a one-page definition of done

Outcome the customer needs: _____

Deliverables and quantity: _____

Due date and dependencies: _____

Who supplies information and access: _____

Acceptance check and reviewer: _____

Exclusions and change approval: _____

Who handles a missed step: _____

Worked example - fictional website update

Vague promise: "Improve the website."

Clear scope: update three existing service pages using approved copy, check the contact form on mobile and desktop, and send the owner a change list. The owner supplies final copy by Tuesday. Completion means the owner reviews the pages and a test inquiry arrives. New pages, paid plugins and ongoing marketing are separate.

2. Design the handoff

Moment	Owner	Evidence
Ready to start	Project owner	Scope and required inputs accepted.
Ready for review	Delivery owner	Checklist complete; exceptions identified.
Ready to close	Customer / reviewer	Acceptance recorded; follow-up date agreed.

WORKSHEET / SUPPLIER COMPARISON

Compare the same job, not just the headline price.

Ask each provider to respond to the same scope and time period. Prices below illustrate arithmetic only. They are not offers, quotes or endorsements.

Example	Upfront	Monthly x 12	Total over 12 months
Provider A	\$300	\$40 x 12	\$780
Provider B	\$0	\$75 x 12	\$900
Provider C	\$500	\$20 x 12	\$740

C has the lowest stated total in this example. It may still be the wrong choice if essential work is excluded, support is inadequate or cancellation terms are unsuitable. Add usage fees, renewal increases, taxes and exit costs where they apply.

Questions to send with your request

1. Which deliverables, quantities and locations are included?
2. What is excluded, and what triggers an additional charge?
3. Who owns the work, accounts, files and exportable data?
4. What are the delivery dates, dependencies and acceptance steps?
5. What happens if the work is late or needs correction?
6. What are the renewal, cancellation and handover terms?

Your comparison notes

Provider / contact: _____

Total cost over the same period: _____

Missing detail or exclusion: _____

Evidence of relevant experience: _____

Main risk / question before committing: _____

Use qualified specialists for regulated services. A checklist can organize your questions; it cannot verify credentials, determine legal suitability or replace professional advice.

SEVEN-DAY ACTION PLAN

Make repeatable work easier to trust.

Day	Action	Output
1	Choose one recurring task or purchase.	A clear outcome.
2	Write scope, exclusions and acceptance.	One-page definition of done.
3	List inputs and dependencies.	A ready-to-start checklist.
4	Assign the owner and review point.	A simple handoff record.
5	Run it once or request comparable quotes.	Evidence and missing details.
6	Record exceptions and corrections.	A short fix list.
7	Improve the checklist using what happened.	The next version to reuse.

A five-minute closing review

What was promised? _____

What was delivered and accepted? _____

What caused rework? _____

What will change next time? _____

Who owns that change and by when? _____

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