

# Checklist to eliminate scope creep

...and build great relationships with your clients



from

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# Before you start, always agree on these details with your client and team:

## CHECKLIST

### Agree upon these things BEFORE you start a project:

- Overall Project Timeline
- Exact deadlines for each stage
- Number of revisions
- What is included in a round of revisions
- When clients need to send you files (tip: use [Kayla](#) to collect files automatically)
- Make sure there is one decision makers and that anyone with influence is in the room from the start
- Boost your confidence - it's ok to say no and give your client a new quote

## SOFTWARE TIPS (click the names to visit the websites)

### Project Home/Task Management

- [Trello](#)
- [Asana](#)
- [Notion](#)
- [Basecamp](#)

### Collect files from clients on time

- [Kayla](#)

## INSIDER TIP

### Make sure you have a really clear contract:

Crucial to include:

- The parties involved with contact information
- Compensation - when, how much and at what terms
- Cancellation policy, how much is paid and when can a project be cancelled
- Ownership - this is also a good place to include the right to showcase work in your portfolio

Good to have:

- Do you have any responsibility for processes happening after completion of the project? E.g. of mistakes happening in print or bugs found
- Acknowledgement that all work will be original
- Acknowledgement that confidential company information will not be disclosed