

Prevent Scope Creep with S.M.A.R.T Goals

Set a clearly defined scope with business consultant Peter Drucker's tried-and-true S.M.A.R.T methodology.

Specific

Discuss with the decision makers what *is* and what *is not* included in the project.

EXAMPLES

- Which areas of the home are and are not in the project?
- What materials will be included in the project?
- Which existing pieces will stay in the project?
- Who is the key decision maker on material selections?

Measurable

Quantify in numbers and sizes what you'll be changing about the home.

EXAMPLES

- How many square metres of flooring will you install?
- How many windows and doors will you replace?
- How many light fixtures will you be adding or replacing?

Acceptable

Ensure both you and the homeowner agree on the initial proposal.

EXAMPLES

- Does the homeowner agree with your terms?
- Is the project within the client's budget?

Realistic

Set timelines that can accommodate all aspects of the project, and factor in contingencies for delays.

EXAMPLES

- How long will it take for custom furniture to arrive?
- How many workers can you schedule at one time?
- Will the homeowner's budget match their wishlist?

Time-Bound

Include a schedule or project calendar that identifies important events and deadlines.

EXAMPLES

- What are the target completion dates based on project phases?
- When are individual deliverables due, and what has the highest priority?
- When are payments or instalments expected to be fulfilled?