

# Alignment Conditions of Satisfaction (CoS) Worksheet

This worksheet is intended to help project managers determine and document CoS for a particular project.

CoS is supported by an on-going dialogue, but is not the dialogue itself. (The CoS should be documented and may be changed through dialogue, but we won't be successful in an "I'll know it when I see it" world of client perception of expectations – which can be in constant flux if not nailed down.)

## CoS for a project is defined as:

Mutually clarified and agreed upon quality of solutions, schedule, cost and project communication.

- A continuous dialogue between client and EP so that expectations are continuously set.
- A common baseline from which team members can tie their individual efforts to customer objectives.
- The criteria for meeting the SOW.

Key Components	Key Questions
<b>Deliverables</b>	<ul style="list-style-type: none"><li>• What are the project assumptions around deliverables; are they explicit?</li><li>• Are client deliverables to EP explicitly defined?</li><li>• Are EP deliverables to client explicitly defined?</li><li>• Is the format for each deliverable defined?</li><li>• Is method of delivery for each deliverable defined?</li></ul>
<b>Timeline</b>	<ul style="list-style-type: none"><li>• What are the project assumptions around timeline; are they explicit? Are they realistic?</li><li>• Are due dates and times detailed enough?<ul style="list-style-type: none"><li>◦ COB and EOD specified</li><li>◦ Preferred time zone specified</li></ul></li><li>• Are due dates and times tied to specific deliverables?</li><li>• Have holidays (local, global, religious), vacation schedules, and other likely absences (personal, medical, professional obligations) been considered?</li></ul>
<b>Cost</b>	<ul style="list-style-type: none"><li>• What are the project assumptions around cost; are they explicit?</li><li>• Are all project costs accounted for?</li><li>• Are all costs tied to specific measurables (time, materials, deliverables)?</li></ul>
<b>Communication</b>	<ul style="list-style-type: none"><li>• Has a regular communication schedule been established with the client?</li><li>• Is the client explicitly aware of the communication schedule?</li><li>• Has the PM taken the client's communication style into account?</li></ul>
<b>Measures of Success</b>	<ul style="list-style-type: none"><li>• Have specific measures of success been discussed and agreed upon?</li><li>• How will measures of success be tracked?</li></ul>
<b>Overall</b>	<ul style="list-style-type: none"><li>• Is client fully informed of EP project value added?</li><li>• Will all parties be satisfied if the above CoS are met?</li></ul>