

Making Analysis Work for Business

Communication & Planning Checklist

RECEIVING A REQUEST FOR WORK

Have you acknowledged you have received the request?	
Have you let the customer know when you will get back to them?	
Have you contacted the customer to discuss requirements?	
Have you asked why the request has been made?	
Have you identified the customer needs?	
Have you attempted to reduce the number of translations where possible?	

REVIEWING A REQUEST (PLANNING)

Have you given yourself the time and head space to fully evaluate what would be involved in delivering the work?	
Do you understand the priority of this work?	
Can you realistically deliver this work within your normal working hours?	
Have you planned time for formatting and presentation?	
Have you identified any value add information you can include in the outputs?	
If the request is not achievable in timescales then have you formulated alternatives/contingencies?	
Have you offered alternatives to the customer?	
Have you been assertive to avoid being steamrolled?	

COMMITMENT TO DELIVER

Have you an agreed set of deliverables and timescales (a brief)?	
Analysis of risk - Have you clearly defined and communicated any dependencies on others for deliverables to be achieved?	
Have you provided the customer with a statement of this brief or your commitment for confirmation?	
Has the customer returned a written (e-mail) confirmation of this brief?	
Have you considered using Transparent Planning when juggling projects?	

UNDERTAKING WORK

If the work will be delivered in more than a few days have you scheduled a pro-active update call in between?	
If it looks like the work will be delayed have you informed the customer at the earliest opportunity?	

(In the unlikely event that) YOU MAKE AN ERROR

Have you apologised to the customer?	
Have you taken ownership to resolve?	
Have you gone the extra mile to correct?	