



Client Delivery Governance Checklist

Most client projects don't stall because of the work. They stall in the gaps between two organisations: unclear owners, approvals stuck in inboxes, and dates that drift without anyone agreeing.

This checklist is for delivery heads, engagement managers and PMO leads who run work with customers. Answer each question for one live engagement: **Yes** scores 1, **Partly** or **No** scores 0. It takes about five minutes.

The checklist

1. What was agreed

- ☐ The scope is broken into deliverables, not just phases.
- ☐ Milestone dates were proposed by your team and **confirmed by the customer**, and you can show when.
- ☐ Every date change after confirmation is recorded with who asked and why.

2. Who owns what

- ☐ Every deliverable has **one** accountable owner, not a team name.
- ☐ Every deliverable that needs sign-off has a named approver on the customer side.
- ☐ The person who does the work is never the person who approves it.

3. Approvals

- ☐ You can show who approved each deliverable, when, and which version.
- ☐ Rejections record what must change before resubmission.
- ☐ There is a backup approver when the main approver is away.

4. Dependencies and blockers

- ☐ You know which deliverables depend on others, including customer inputs.
- ☐ Everyone can see what is waiting, and on whom, without asking.
- ☐ Customer-side actions (access, data, reviews) are tracked like your own.

5. Visibility

- ☐ The customer sees progress without your team writing a status report by hand.
- ☐ The customer can see what is needed from them, and by when.
- ☐ Internal notes, pricing and commercial discussions are never visible to the customer.

6. Evidence

- ☐ Evidence for each deliverable is attached to the item it supports.
- ☐ You can see who accessed evidence files, and when.

7. Follow-up and communication

- ☐ Each person gets a short reminder of what is waiting for them.
- ☐ Overdue approvals are followed up within two working days.
- ☐ Decisions are recorded against the work, not lost in email or chat.

Your score

Score (out of 20)	What it means	Start here
16–20	Well governed. Delivery risk is visible early.	Keep the record current; review approvals monthly.
10–15	Working, but relies on people remembering.	Fix sections 1 and 3 first: agreed dates and approvals.
0–9	Exposed. Disputes and delays are likely to surprise you.	Agree milestones with the customer this week and name one owner per deliverable.

The lowest-scoring section is usually where your next delay will come from.

Doing this without the spreadsheet

Nelogi™ gives your team and your customer one shared record of the engagement: agreed milestones, one owner per item, accountable sign-offs, visible dependencies, and a short "waiting for you" email for everyone. Internal notes stay internal.

See how it works or book a 20-minute walkthrough at nelogi.com/contact