

Client Delivery Safeguard Checklist

Purpose:

When you run a **Partnership Reset™**, client delivery is non-negotiable. This checklist ensures you have the safeguards in place to maintain quality, timelines, and client confidence — even if the partner under reset misses the mark.

When to Use:

Activate these safeguards on day one of the reset period and keep them in place until the reset concludes.

1. Build Temporary Redundancy

- ✓ Pre-onboard a trusted freelancer, vendor, or internal resource who can step in instantly if the partner misses a milestone.
- ✓ Keep them informed of timelines so they can ramp quickly if needed.

2. Tighten Internal Oversight

- ✓ Assign a dedicated internal lead to monitor the partner's reset deliverables daily.
 - ✓ Have them review quality, verify timelines, and proactively flag risks.
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3. Phase Client Approvals

- ✓ Break large deliverables into smaller approval stages to catch issues early.
 - ✓ Share phased outputs with clients to maintain trust and reduce surprises.
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4. Keep Clients Out of the Drama

- ✓ Focus communication on outcomes and progress — not internal adjustments.
 - ✓ Only disclose the reset if delivery is genuinely at risk.
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5. Track Performance in a Shared Dashboard

- ✓ Monitor key reset KPIs such as turnaround time, quality scores, and acceptance rates.
 - ✓ Give both teams access to the dashboard to keep conversations factual and transparent.
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Pro Tip: Assign someone to audit safeguard performance weekly — these protections are only as strong as the follow-through behind them.