# Exit Criteria Scorecard

**Purpose:**
The Partnership Reset must end with a decision. This scorecard ensures that decision is based on hard evidence, not frustration or gut feel alone. By tracking progress against pre-set criteria, you'll know exactly when it's time to replace a partner.

**When to Use:**

Complete this scorecard during every reset check-in and finalize it at the end of the reset period.

Partner Name: _____

Reset Period: _____

## Exit Criteria *(Check all that apply at the end of the reset)*

### 1. Performance Against Milestones

☐ All reset milestones met consistently

☐ Multiple missed milestones after agreement → **Exit**

### 2. Communication Quality

☐ Open, direct, and constructive communication maintained

☐ Defensive or evasive responses persisted → **Exit**

### 3. Quality of Work

☐ Work quality improved and sustained

☐ Quality declined despite oversight → **Exit**

### 4. Internal & Client Confidence

☐ Internal team confidence in partner's delivery remains strong

☐ Client trust intact or improved

☐ Either confidence has eroded → **Exit**

### 5. KPI Progress

☐ Reset KPIs (e.g., turnaround time, acceptance rate) met or exceeded

☐ No measurable KPI improvement → **Exit**

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**Decision Summary:**

☐ Continue Partnership

☐ Replace Partner

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**Notes:**

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**Pro Tip:** Keep completed scorecards on file. They provide documented justification for decisions and protect your agency's reputation during transitions.