

LDC 2-2: Project Start-Up

Abstract

While it is the responsibility of the project manager to manage communication on projects with the client, often times another individual within your firm is responsible for establishing and maintaining the overall relationship with the client. This person is known as the “Client Manager” and they typically are the first to learn of upcoming projects. In such cases where the client manager and the project manager are different individuals, the client manager needs to be directly involved with communicating background project information to the project manager.

A Project Start-up Checklist can help facilitate the client service manager-project manager discussion and overall communication within the project team through proper documentation.