LDC 2-A-2: Project Start-Up
ABSTRACT

While it is the responsibility of the project manager to manage project communications with the client, often times another individual within your firm is responsible for establishing and maintaining the overall relationship with the client. In such cases where the "client manager" and the project manager are different individuals, the client manager needs to be directly involved with communicating project information to the client.

Typically, at the beginning of a project, the client manager will have significant background information that must be documented to ensure proper communication between the client manager and the project manager. A Project Start-up Checklist can help facilitate the client service manager-project manager discussion and overall communication.