



Template Guide

What is an Acceptance Plan?

'Acceptance' is defined as gaining agreement from the customer that the deliverables produced by the project meet the criteria defined by the customer. The criteria on which acceptance is based may be viewed in terms of the quality of the deliverable produced, the cost of building the deliverable or the timeframe in which the deliverable is produced.

An Acceptance Plan usually includes:

- A list of the milestones to be achieved and deliverables to be produced
- A set of criteria and standards for the acceptance of deliverables by the customer
- A plan outlining how the deliverables will be reviewed to determine whether or not they meet the criteria and adhere to the standards set by the customer
- A process for gaining customer acceptance once the deliverables have been produced.

When to use an Acceptance Plan

The Acceptance Plan is a key document within the project. It is usually constructed near the end of the Project Planning phase, after the Project Plan, Resource Plan, Financial Plan and Quality Plan have been identified. The Acceptance Plan builds on all prior planning documentation by specifying the completion criteria and the timeframes which must be achieved. The Acceptance Plan is referenced throughout the Execution phase as each deliverable is produced and presented to the customer for final acceptance. The Acceptance Plan is also referred to during the Closure phase as part of the Project Closure Report and the Post Implementation Review.

How to use this template

This document provides a guide on the topics usually included in an Acceptance Plan. Sections may be added, removed or redefined at your leisure to meet your particular business circumstance. Example tables, diagrams and charts have been added (where suitable) to provide further guidance on how to complete each relevant section.