



## Template Guide

### What is an Acceptance Management Process?

An Acceptance Management Process is a method by which deliverables produced by the project are reviewed and accepted by the customer. The process entails completing a variety of review techniques to confirm that the deliverable meets the Acceptance Criteria outlined in the initial project Acceptance Plan.

An Acceptance Management Process is used to ensure that every deliverable produced by the project is formally:

- Completed
- Documented
- Reviewed
- Approved.

### When to use an Acceptance Management Process

The Acceptance Management Process is undertaken towards the end of the 'Execution' phase of the project as each deliverable is completed, ready for customer sign-off. Depending on the project, one of several approaches may be taken by the customer to accept project deliverables:

- Each deliverable may be reviewed and presented individually to the customer for sign-off
- Sets of deliverables may be reviewed and presented for sign-off at the same time
- All project deliverables may be reviewed and presented for sign-off at the same time.

Without a formal Acceptance Management Process in place, the customer may not accept the final deliverables produced by the project, thereby compromising the project's overall success. The Acceptance Management Process is terminated only when the Execution phase of the project is completed (i.e. just prior to Project Closure).

### How to use this template

This document provides a guide on the topics usually included in an Acceptance Management Process document. 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.