Client Communication Plan

Project Information

Project Name	ABC Website Redesign
Client	XYZ Corporation
Project Manager	Jane Doe
Date	2024-06-10

Communication Objectives

- Set clear expectations between project team and client
- Ensure timely updates on project status and deliverables
- Provide a structure for feedback and decision-making
- Minimize misunderstandings and project risks

Stakeholder Contact List

Name	Role	Email	Phone
Jane Doe	Project Manager	jane.doe@email.com	(123) 456-7890
John Smith	Client Lead	john.smith@xyz.com	(987) 654-3210
Mary Lee	Web Developer	mary.lee@email.com	(555) 123-8899

Communication Methods

Method	Description	Frequency	Audience
Email Updates	Project status, action items, key decisions	Weekly	Client, Team
Video Meetings	Discussion of project milestones and issues	Bi-weekly	Client, Project Manager
Project Portal	Document sharing, timeline tracking	Ongoing	All stakeholders
Phone Calls	Urgent matters or clarifications	As needed	Client, Project Manager

Communication Escalation Process

- Project Manager attempts resolution directly with the client.
- If unresolved, escalate to Senior Management for review.
- Document all escalations and agreed actions for accountability.

Important Notes

- Update this plan regularly as project needs or stakeholders change.
- Ensure all team members and clients have access to the latest version.
- Effective communication reduces project delays and misunderstandings.
- Clearly define escalation paths for resolving issues rapidly.
- Tailor communication frequency and methods to suit each project's requirements.