

**Hal Macomber****The Project Reformer's e-Tip of the Week****031: Have the Next Person in Line Say when Something is Finished... "Done-Done"**

We have all seen those instances where someone reports that a deliverable is finished but the people who need that deliverable disagree that the plan reports progress that has not been made. A common example is when programming is supposed to produce error-handling instructions to computer operations for the code that they deliver. A useful discipline is to not be able to report complete unless the receiver *accepts the deliverable as complete*. This encourages project performers to communicate and make clear what their requirements and capabilities are earlier in the project. Through time it improves planning and estimating by making the concept of internal acceptance a requirement.

We've heard people use the expression *done-done*. The first "done" is the statement the performer makes when completing the task. "I'm done." The second "done" is what the next person in line says. "Looks done to me." Don't settle for anything less.

This e-Tip was suggested by David Waller, Work-Words, Ontario, Canada. David runs a project management coaching and business communications consulting company, 905-468-8484.

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