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Deliverable Sign-Off

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1. Introduction

1.1. Document Objective

This document describes the process of initiating a deliverable sign-off. A sign-off means securing acceptance and commitment to a project phase or deliverable.

2. Overview

2.1. Section Objective

This section describes the scope and use guidelines for a deliverable sign-off.

2.2. Deliverable Sign-off Goal

The main goal of a deliverable sign-off is to remove ambiguity on whether deliverables (such as documents or decisions) have been officially approved for release and bring closure to specific project stages. Closure of one stage of a project is commonly the signal to begin the subsequent stage.

2.3. Deliverable Sign-off Use Guidelines

- Deliverable sign-offs are used when there is a need to secure the acceptance of a specific important deliverable and handoff.
- Deliverable sign-offs make it harder for individuals to reverse their decisions or reopen them for additional discussion.
- Do not overuse deliverable sign-off documents. Use discretion and apply a sign-off ONLY to important deliverables.

3. Initiating a Sign-off

3.1. Section Objective

This section describes the structure of a deliverable sign-off message via email.

<Comment: Deliverable sign-off is commonly initiated via email. This section describes how to initiate a deliverable sign-off using Microsoft Outlook.>

3.2. Sign-off Email Message Structure

- The email message's subject line must refer to what deliverable the addressees are being asked to sign-off.
- The body of the message will contain the following:
  - Reference to the project and product.
  - Purpose of the specific sign-off email being sent.
  - Names and teams of the individuals signing-off.
  - Actions being requested of the individuals who are signing-off.
  - Description of the deliverable or decision being signed-off, including a listing of what has been reviewed (optional).
  - Statement concerning how further changes might be handled once the sign-off has been signed.
  - Statement of what will be done and considered if individuals do not respond in the allotted time period.

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  - An advisory statement about the implications of reopening the topic after its approval.
- Each message will display voting buttons (used in MS-Outlook) which can be viewed at the top headers of the message.
- Every addressee will respond to the message using the voting buttons no later than a specific date.
- All voting responses will be tallied and propagated in a second message sent by the sign-off initiator, indicating that the addressees and teams have signed-off.

3.3. Example of a Sign-off Request Email Message

<-----Original Message-----

From: Gabriel Steinhardt
Sent:Monday, September 15, 20xx 4:04 PM
To: Person1, Person2, Person3
Subject: SIGN-OFF: Marketing plan – Product ABC – Project XYZ
Importance: High

Product: ABC
Project: XYZ

- *Sign-off deliverable: marketing plan.*
- *Sign-off roles: person1 for the marketing team, person2 for the development team, person3 for the executive team.*
- *Reviewers: sign-off deliverable had been reviewed by person1, person2, and person3.*
- *Changes: after completing this sign-off, modifications to the sign-off deliverable can be done only at a VP level. Any amendments or changes whatsoever will be officially propagated to all addressees of this email message.*
- *Response resolution: sign-off deliverable will be considered approved only by a unanimous vote of all required voters.*

Implications:

- *Approval of the sign-off deliverable means that all approving parties have reviewed and approved the final version of the sign-off deliverable, including all previously discussed changes, additions, deletions, or corrections.*
- *By approving the sign-off deliverable, the teams have consented to proceed to the next stages in the project.*
- *Any further changes to the structure, objectives, or content of the sign-off deliverable will likely result in a delay in the final delivery date and could result in a variety of additional costs to the company.*

Please cast your vote using the Approve/Reject voting buttons which can be viewed at the top headers of this message, and reply no later than Thursday, September 25, 20xx.

Thanks,
--Gabriel

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-----End Message----->

3.4. Example of a Sign-off Completion Email Message

<-----Original Message-----

From: Gabriel Steinhardt
Sent:Monday, September 15, 20xx 4:04 PM
To: Audience
Cc: Person1, Person2, Person3
Subject: Unanimous Approval: SIGN-OFF: Marketing plan – Product ABC - Project XYZ
Importance: High

- *Project: XYZ*
- *Product: ABC*
- *Sign-off deliverable: marketing plan*

All reviewers have unanimously approved the sign-off deliverable.

The original sign-off request email and the reviewers' approval responses are attached to this message.

No further action is needed.

Thanks,
--Gabriel

-----End Message----->

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