

**TABLE 4.3 Communication Plan**

Stakeholder	What Information Do They Need?	Frequency	Medium	Response
Sponsor	<ul style="list-style-type: none"> <li>• High-level cost, schedule, quality performance</li> <li>• Problems and proposed actions</li> </ul>	Monthly	Written report and meeting	Required in 3 days
PM's supervising management	<ul style="list-style-type: none"> <li>• Detailed cost, schedule, quality performance</li> <li>• Problems, proposed actions, assistance required</li> </ul>	Weekly	Written report and meeting	
Customer executive	<ul style="list-style-type: none"> <li>• High-level cost, schedule, quality performance</li> <li>• Problems and proposed actions</li> <li>• Required action by customer</li> </ul>	Monthly	Meeting with project sponsor Published meeting minutes	Required in 5 days
Customer contact	<ul style="list-style-type: none"> <li>• Detailed cost, schedule, quality performance</li> <li>• Problems and proposed actions</li> <li>• Required actions by customers</li> <li>• Coordination information for customer action</li> </ul>	Weekly	Written report and meeting Include in project team meeting	Required in 3 days
Project team	<ul style="list-style-type: none"> <li>• Detailed cost, schedule, quality performance</li> <li>• Problems and proposed actions</li> <li>• Coordination information for next two weeks</li> <li>• News from customer and sponsor</li> </ul>	Weekly	Project team meeting Published meeting minutes	

involved, it is often too late for meetings are important. If things won't take long, but if a project will give management the back effective.

**How Will Communication**

There are now myriad ways Internet and intranet technology information simultaneously. Status websites, and videoconferencing around the world and still meetings, the question still remains to get the information delivered doesn't have all the answers. For instance, doesn't ensure the need to consider the audience a for example, because high-level trying to meet with them week may not be realistic.

Consider the communication this chapter. After Dirk's client was learned the hard way a customer: "After that project meet with a client executive at that. The client likes to see o shows we take them seriously. meeting—it is a *meeting with* of the company president (manager.)

Dirk has learned to get his c this meetings. He includes th because the commitment is cle to pay attention to it.

Not all projects, however, ne small projects with few stake communication expectation project manager might build on her own benefit and use it checklist during the project with whether a communication pla project rules or is just a guide f thing is that communication h guidance.