

Client Review and Change Request Policy

Purpose

This Client Review and Change Request Policy outlines the terms and procedures for managing client reviews and changes to the scope of work during a project. The policy ensures clear communication, efficient project management, and adherence to agreed-upon timelines, deliverables, and costs.

Scope

This policy applies to all client projects undertaken by DigiKat and forms part of the Client Project Agreement. It governs all reviews, scope changes, and requests submitted by the client during the project lifecycle.

1. Project Reviews

Included Reviews

Each client project includes a maximum of **six (6) reviews** as part of the contractual terms. These reviews may occur across differing stage during the project lifecycle and are not limited to a specific number of review stages, unless stipulated.

A **single review** or **change request** is considered **individual in nature** and does not permit multiple changes, edits, or alterations within one request. Each request or submission must clearly define a single item or element to be reviewed or changed.

Breakdown of Reviews in Key Stages

1. **Design Concept Review** – After the delivery of the first draft of design assets (e.g., website, graphics).
 - **Three (3) individual reviews** of modules, elements, and concepts are included during this stage.
 - These reviews allow for client feedback and revisions to design assets within the original project scope.
2. **Development Milestone Review** – Upon completion of the core development phase.
 - **Two (2) individual reviews** of modules, elements, and concepts are included during this stage.
 - Reviews in this stage are strictly limited to modules, elements, and content within the project scope.

- **Note:** This stage does not permit changes to structure, layout, major modules/elements, or design items outside of the original scope.
- 3. **Pre-Launch Content Review** – Once all content and design elements are integrated and ready for final adjustments.
 - **One (1) individual review** of modules, elements, and content is included during this stage.
 - Reviews at this stage are strictly limited to minor changes or adjustments within the original scope.
 - **Note:** This review does not include changes to structure, layout, or major modules/elements.

Client Responsibilities During Reviews

- Feedback must be submitted in writing via the **Client Review Form** or email and must clearly specify the single change or review request.
- Consolidating multiple changes, edits, or alterations into a single request submission is not permitted.
- Failure to provide timely feedback within the agreed review timeframe may result in delays or additional costs.

Additional Reviews

Any additional reviews beyond the six (6) included in the contract will incur extra costs. These will be outlined and approved through a **Change Request Form** before the review is conducted.

2. Change Request Procedure

Submitting a Change Request

All changes to the agreed project scope must be formally submitted using the **Change Request Form** or, if approved by the project manager, via email.

- The Change Request Form must include:
 - A detailed description of the requested change.
 - Justification or rationale for the change.
 - Any supporting documents or examples.

Approval Process

- The DigiKat team will review the request and assess its impact on the project timeline, costs, and deliverables.

- If approved, a **Change Request Approval Document** will be sent to the client for acknowledgment, including:
 - Revised project timeline (if applicable).
 - Additional costs associated with the change.
 - Updated deliverables and terms.

Conditions for Approved Changes

Approved changes may:

1. **Extend the project timeline:** Adjustments to accommodate new deliverables or additional work will be communicated in advance.
2. **Result in additional costs:** A detailed cost breakdown will be provided for transparency.
3. **Alter previously agreed deliverables and terms:** Changes may require revisions to the original contract or agreement.

3. Limitations on Scope Changes

To ensure project efficiency and maintain timelines:

1. Changes to the project scope requested after the agreed reviews are complete may not be accommodated unless deemed critical by DigiKat's project management team.
2. Reviews in the **Development Milestone Review Stage** and **Pre-Launch Content Review Stage** are strictly limited to:
 - Changes to modules, elements, and content within the project scope.
 - These reviews do **not allow** changes to structure, layout, major modules/elements, or design items outside of the original scope terms.
3. Significant scope changes may require the creation of a new project agreement or additional cost assessments by DigiKat Management Team..

4. Communication and Documentation

Client Communication

- All review feedback, change requests, and approvals must be communicated in writing for documentation purposes.
- Communication may occur via the designated **Client Portal**, email, or approved project management tools.

DigiKat Documentation

- All changes and feedback will be documented within the project file to ensure alignment and transparency.
- The project manager will maintain a record of all approved reviews and changes for reference during project completion.

5. Costs Associated with Additional Reviews and Changes

Additional Review Costs

- Reviews beyond the six (6) included in the contract will incur additional charges based on the scope of the review.
- A detailed estimate will be provided before conducting any additional reviews.

Change Request Costs

- Costs for approved scope changes will be calculated based on:
 - Additional time required for implementation.
 - Resources or external tools needed to complete the request.
 - Adjustments to deliverables or project scope.

6. Accountability for Delays

Client-Driven Delays

- Delays in providing feedback, approvals, or responses to review requests may result in extended timelines or additional costs.
- DigiKat will communicate new deadlines or costs resulting from such delays.

DigiKat-Driven Delays

- DigiKat commits to delivering projects within the agreed timeline unless unforeseen circumstances arise.
- Any delays caused by DigiKat will be communicated promptly, and a revised project timeline will be provided.

7. Dispute Resolution

In the event of disagreements regarding reviews or scope changes, DigiKat will work collaboratively with the client to resolve issues. If necessary, disputes will be escalated to DigiKat's management team for final resolution.

8. Policy Review and Updates

This Client Review and Change Request Policy will be reviewed regularly to ensure alignment with DigiKat's project management best practices and client expectations.

Acknowledgment

By entering into a project agreement with DigiKat, the client acknowledges and agrees to abide by this Client Review and Change Request Policy. The policy is binding and forms an integral part of the overall project terms and conditions.

Effective Date: 1 January, 2025

Policy Owner: Mick Goman

Reviewed By: DigiKat Management Team

