**Expectations Management Matrix**

**Prepared by: Date:**

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| **Measure of Success** | **Priority** | **Expectations** | **Guidelines** |
| Scope |  |  |  |
| Time |  |  |  |
| Cost |  |  |  |
| Quality |  |  |  |
| Customer Satisfaction |  |  |  |
| Financial Impact |  |  |  |