15 checks before commissioning a website

Before comparing prices, check the scope, schedule, ownership and operational handover together.

Use this checklist if…

- ☐ Different prices and descriptions make suppliers hard to compare.
- ☐ You do not have a brief and are unsure what to ask first.
- ☐ You want to update the site yourself or change suppliers after launch.

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01. What will be built, and what is included?

An incomplete scope can be riskier than a low price. Make sure the quote and contract describe the same deliverables.

- ☐ 01 The website's purpose and main customers are defined in one sentence.

  Example: a site where purchasing managers at Busan manufacturers can check product specifications and request a quote.

- ☐ 02 The quote lists actual screens and features, not just a page count.

  Check each screen: home, company, services, case studies and enquiries.

- ☐ 03 Mobile support, content entry and copywriting responsibilities are included.

  Beyond ‘responsive design’, confirm who prepares and enters the photos and copy.

- ☐ 04 The number of revisions and what counts as a revision are clear.

  Copy changes, layout changes and new features are not the same kind of revision.

- ☐ 05 Search registration, analytics and enquiry tracking are specified.

  Check Naver and Google registration, GA4, ad conversion tracking and account handover.

Ask: ‘Please show me, screen by screen, what this price includes through public launch.’

02. Can your business operate it after launch?

A finished website is not enough if only the supplier controls the accounts and source files. Keep the freedom to edit, migrate and maintain it.

- ☐ 06 The client owns the domain and hosting or cloud accounts.
  If supplier accounts are used, confirm the transfer process and cost when the contract ends.
- ☐ 07 Administrator accounts and permissions are handed over before launch.
  Use the actual interface to check which text, images and posts you can edit yourself.
- ☐ 08 The contract specifies which source code and design files will be delivered.
  Check repositories, design files and the licences for fonts and images.
- ☐ 09 External service accounts and integrations are documented.
  Record the owners of email, maps, enquiries, payments, analytics and advertising accounts.
- ☐ 10 There is an operating manual and a backup and incident-response policy.
  Confirm who makes backups, whom to contact during an outage and how costs are calculated.

Record: ‘Domain, server, admin and analytics accounts, plus the agreed source files, will be handed over in the client's name.’

03. Are the schedule and acceptance criteria clear?

Check milestones as well as the final deadline, and agree how changes and delays will be handled.

- ☐ 11 There are milestone deliverables and review dates, not just a final deadline.
  Separate dates for planning, the first screen, all screens, development and pre-launch checks.
- ☐ 12 There is a process for agreeing revised schedules and responsibilities after a delay.
  Specify notification deadlines, revised dates and cost rules instead of just ‘to be discussed’.
- ☐ 13 Completion, acceptance and defects are defined for each function.
  A visible screen is not the same as a working enquiry flow or a usable mobile experience.
- ☐ 14 Conditions and rates for additional charges are written down.
  Distinguish new pages, feature changes, late content and third-party service charges.
- ☐ 15 Maintenance duration, response times and exit options are specified.
  Distinguish defect warranty from operational support and confirm whether another supplier can take over.

Your check results

0-3 unchecked: complete the missing details before signing.

4-7 unchecked: clarify scope and ownership before comparing prices.

8 or more unchecked: pause the contract and redefine the deliverables first.

No project brief yet? That's fine.

Tell us what is difficult today and what you want to change. The RIS senior team will help you clarify the scope.