

PLAYBOOK

The Quality Checkpoints Playbook

Catch errors before they become rework

Rework Costs More Than Prevention

THE PROBLEM

Rework costs 3-5x more than catching the error early. It destroys margins, delays projects, and burns trust with clients.

Most businesses do not have quality checkpoints. They rely on the person to "just get it right" the first time.

WHY IT HAPPENS

Business owners do not know where to install checkpoints. They either add them everywhere (slows everything down) or nowhere (rework becomes the norm).

The solution is not to add more checks. It is to add the right checks at the right moments.

Install checkpoints at handoff moments. That is where 80% of errors happen.

The 3 Types of Quality Checkpoints

1

Self-Check

The person checks their own work before handing it off. Use this for low-risk tasks where the cost of an error is small.

2

Peer-Check

A teammate reviews the work before it moves to the next stage. Use this for medium-risk tasks where a second set of eyes catches most errors.

3

Manager-Check

Approval is required before the work moves forward. Use this for high-risk tasks where an error would damage the client relationship or cost significant money to fix.

The Checkpoint Decision Framework

LOW RISK

Self-Check

USE WHEN:

- Error cost is under \$500
- Easy to fix if wrong
- No client impact
- Repeatable task

MEDIUM RISK

Peer-Check

USE WHEN:

- Error cost is \$500-\$5,000
- Moderate effort to fix
- Client sees the output
- Compliance requirement

HIGH RISK

Manager-Check

USE WHEN:

- Error cost is over \$5,000
- Difficult or impossible to fix
- Damages client relationship
- Legal or regulatory risk

Building Your Quality Checklist

1

Start with 3-5 Items

Do not write a 20-item checklist. Start with the 3-5 most common errors. You can always add more later.

2

Use Yes/No Questions

Every checklist item should be a yes/no question. "Did you check the client name?" not "Check the client name."

3

Add Examples

Show what "done" looks like. Add a screenshot or a sample. It removes ambiguity.

4

Test with Someone

Give the checklist to someone and watch them use it. If they skip an item or misunderstand it, rewrite it.

5

Update Quarterly

Review the checklist every 3 months. Remove items that never catch errors. Add items for new common mistakes.

Your 60-Minute Implementation Plan

NEXT STEPS

- 1 Pick one high-rework task from the past month
- 2 Identify the handoff moment where the error happened
- 3 Write a 5-item quality checklist for that handoff
- 4 Test the checklist with your team and update based on what you see

TIME BREAKDOWN

Total: 60 minutes

Step 1: Pick task (10 min)

Step 2: Identify handoff (10 min)

Step 3: Write checklist (25 min)

Step 4: Test with team (15 min)

Common Mistakes to Avoid

WHAT NOT TO DO

Adding Checkpoints Everywhere

Too many checkpoints slow everything down. Only add them at handoff moments where errors are costly.

Making Checklists Too Long

If your checklist has 20 items, no one will use it. Keep it to 3-5 critical checks.

Using Vague Criteria

"Check if it looks good" is not a checkpoint. Use specific, measurable criteria.

Not Defining Who Checks

If you do not assign ownership, the checkpoint will not happen. Be clear about who checks what.

Not Updating Checklists

Checklists become outdated. Review them quarterly and remove items that no longer matter.

Skipping the Test Phase

Test your checklist with someone before rolling it out. You will find gaps you missed.

Ready to Reduce Rework?

Download the Checkpoint Templates

Get the complete quality checkpoint framework, checklist builder, and risk tier decision tree.

[Download templates →](#)

Book a Strategy Call

I will review your workflows, identify your top 3 rework sources, and show you exactly where to install quality checkpoints.

[Check to see if you qualify →](#)

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