

- Customer feedback does not match vendor reports
- Just-in-time request for assistance by vendor or client
- Vendor resources unavailable when needed
- Customers site late delivery or slow response
- Feedback from other vendors
- Unexpected change of plans
- Inability to interpret invoices
- Complaints about workload
- Missed deadlines
- Allocation of blame
- Contract cited frequently
- Repeated problems requiring fixes
- Customers create own agreements directly with vendor
- Scope creep outside your control (or someone within your company)