PROPOSED IMPROVEMENT WORKS
IDENTIFY. IMPROVE. ADVANCE.

PLANNING

Before our first conversation

Client-information checklist

A simple checklist to help you describe a challenge without preparing a full proposal.

Draft for owner review / Version 0.1 · 22 November 2026

Proposed Improvement Works
Independent business improvement partner

hello@piwuk.co.uk · piwuk.co.uk

A few useful starting points

An idea is enough

This is a preparation checklist, not another enquiry form or assessment. You do not have to answer every question, complete a document or know the solution before getting in touch.

What have you noticed?

- What space, service, system or process might work better?
- Who uses it, and what matters to them?
- What have you actually observed, and what is still an assumption?
- What would a useful improvement mean for your organisation?

What do you already know?

- Any practical constraints: location, access, timing or disruption?
- An available budget, if known — no figure is required for the first discussion.
- Who can decide, and are ownership or permissions relevant?
- Have you already tried something, or do you have an existing supplier?

Keep it proportionate

A few sentences are enough. Do not include sensitive personal, financial or third-party information. There is no need to send certificates, confidential records or detailed documentation at this stage.

Use the existing enquiry route

Start with a conversation

The initial conversation is free, informal and without obligation. We talk through your situation and whether PIW UK can help. It does not include an assessment, detailed investigation, research, written proposal or business case.

Use the existing business enquiry at piwuk.co.uk/for-businesses#enquiry, or email hello@piwuk.co.uk. You do not need a fully developed proposal.

What to expect

The initial conversation is informal and without obligation. It is not a detailed assessment, research exercise or written proposal. If you want to go further, scope, deliverables and fees are agreed before substantive work.

Suppliers & general questions

Suppliers, contractors and specialists can use piwuk.co.uk/delivery-partners#register. General questions can go through piwuk.co.uk/contact. These are the existing email-only routes, not new registration or booking systems.

Your information

The website enquiry forms email your details to hello@piwuk.co.uk so PIW UK can respond; they do not store enquiries in a website database. Read the current privacy notice at piwuk.co.uk/privacy before sending. This checklist does not collect or send any information.

Clear boundaries

Detailed assessment, research, developing and comparing options, supplier and specialist sourcing, coordinating quotations where agreed, written proposals, business cases and project support are paid work. We agree the scope, deliverables and price with you before work begins. You can stop after the initial conversation and do not have to go through every stage.

You choose any independent suppliers you appoint. PIW UK does not employ them or guarantee their work. Technical, regulated or statutory work must be undertaken or validated by appropriately qualified professionals. No savings, revenue increases or outcomes are guaranteed.