

A CONSULTANT'S QUIZ: Are You Being Served?

When was the last time you rated your independent consultants? Whether you do it formally or informally, you may find the following questions helpful in evaluating their performance. Take the "Ten Question Quiz" and rate your satisfaction.

- 1) Given the size of the fee, your consultant has not provided real results, significant value, and has failed to live by the motto, "Over Promise & Under Deliver."
 Yes No
- 2) The size of your consulting firm far exceeds your needs and results in unusually high fees, justified by "prestige," but resulting from overhead.
 Yes No
- 3) You are tempted to have your current consultant's hearing (or listening skills) checked when their work does not seem to reflect any of your suggestions or ideas.
 Yes No
- 4) The most impressive work and the best thoughts of the most experienced executives were contained in the sales presentation to secure your business (the contract). You haven't seen those individuals since.
 Yes No
- 5) You perceive your current consultants to be working on your behalf only when they're on-site.
 Yes No
- 6) Your consultant's total costs are difficult to calculate because either their proposal doesn't track their invoices or the consultant presumed the cost of another item was understood.
 Yes No
- 7) You learn that day-to-day work is being managed by individuals the consulting firm judges to have just enough expertise to keep / maintain the account.
 Yes No
- 8) Your consultant appears to be interested in assignments that are unbounded by time or measurable results.
 Yes No
- 9) Your consultant told you that you needed "custom" solutions, but they seem to have delivered "prepackaged" or "cookie cutter" solutions, materials, or strategies.
 Yes No
- 10) Your consultant's reports contain little more than the information you provided. You wonder about their capabilities -- or that you should become a consultant yourself.
 Yes No

HOW TO SCORE YOUR QUIZ: Count the number of "NO" boxes. If your total score above is:

- 9 - 10 Send a thank you letter to your consultant. Good consultants rarely receive enough positive feedback.
- 7 - 8 Depending on the length of your working relationship, you are beginning to have questions. NOW's the time to meet with your consultant and eliminate any concerns before they become unmanageable.
- 5 - 6 You are frustrated! Your consulting relationship is on a downward spiral.
- 4 & below It appears you are investing more energy in the relationship than your consultant. Time to explore other options that better match your needs with the capabilities of the consulting team. Generally, you want to be a "client of significance" to your consultant -- your account should demand the firm's best professionals.