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CMCE to launch ‘Consultant Value Add’ Report

The Centre for Management Consulting Excellence (CMCE) has announced the launch of its latest report “Consultant Value Add: Maximising Value from your Management Consultant”, which is based on research conducted by CMCE into the value added by consultants to their clients. Data was collected from 161 respondents working in different roles including buyers and users of consulting services, consulting firms’ representatives responsible for selling and delivering consulting services, and independent consultants.

Announcing the launch, Jim Foster, lead author of the ‘Consultant Value Add’ Report and CMCE Associate Director, said: ‘The report highlights the importance of clients and consultants agreeing, at the start of a consulting project how value is to be delivered, and, during the project, monitoring that value is being delivered. The value delivered by the consultant should be given the same level of management attention as the cost and duration of the consulting project’. One of the key findings from the research is that, although there is strong agreement between clients and consultants about the services that deliver most value, these are not the services that clients were most likely to engage consultants to provide, nor those that consultants were most likely to propose to provide.

In addition to sharing the key insights gathered through the research, the report includes guidance on the steps that should be taken by both clients and consultants to ensure that consultants deliver value. CMCE Director, Nick Bush, commented on the report: ‘Management consultants don’t feature in the news that often but when they do there is often negative publicity attached to their high fee rates. We believe the focus must be on the value that consultants deliver to the clients and, more importantly, how clients can build relationships with their consulting providers that maximise that value. Our report is an important contribution to that debate and an area that CMCE will continue to develop thinking and practical advice on in future.’ The report also defines the scope of additional research on the factors to be taken into account in selecting a consultant to provide different types of consulting service and on the characteristics of a consulting engagement for which a client would consider using independent consultants.

The CMCE ‘Consultant Value Add’ Report will be officially launched at the upcoming CMCE virtual Showcase: ‘How To Be an Excellent Client’ that will be held on March 23rd (more

details on the event can be found here <https://www.cmce.org.uk/event/cmce-virtual-showcase-how-be-excellent-client>) and will then be available on the CMCE website.

Notes for editors

About the lead Author of this Report

Jim Foster is the editor of the Consultant Value Add survey. Jim leads an independent consulting company that specialises in advising and supporting organisations that are implementing Enterprise Resource Planning (ERP) solutions. He is also active in providing pro-bono consulting services provided by the Worshipful Company of Management Consultants to UK charitable organisations.

He has over 40 years' experience as a management consultant, including 12 years as a Partner at PwC Consulting, based in London and New York. He is experienced in assisting organisations in a wide range of business sectors to implement system-enabled business change. Jim holds a BSc in Mechanical Engineering from Imperial College.

About the Centre for Management Consulting Excellence

The Centre for Management Consulting Excellence (CMCE) helps consultants deliver increased value to their clients by sharing know-how and promoting research of value to the practice of consultancy. The Centre serves the community of all who are interested in management consultancy – including not only practitioners but also clients, academics and students – through a programme of events, an on-line knowledge exchange, and by undertaking research, usually in collaboration with business schools, into topics of interest in consultancy. The Centre for Management Consulting Excellence is currently run by volunteers drawn from the Worshipful Company of Management Consultants (WCoMC).

About the Worshipful Company of Management Consultants

Livery Companies are the modern successors to the ancient guilds based in the City of London. Traditionally they have had charitable and educational objectives with, for example, many founding schools.

The Worshipful Company of Management Consultants, CMCE'S parent organisation, was founded in 1992 and is number 105 on the list of Companies in the City. It is a closed company – i.e. only those involved with management consultancy are eligible to become members.

Jim Foster

