

## **Annual Review of eg:consulting**

Feedback from just over a dozen key clients of eg:consulting was obtained during December 2008. Overall, the feedback was very strong with the all respondents giving overall positive feedback. The main positive themes to emerge were: professionalism, honesty, dedication, insight and enthusiasm. Of critical importance was the fact that the consultancy had delivered outstanding results for its clients.

eg:consulting is viewed by its clients as providing good value for money and a more personalised, committed consultancy service than some of the larger organisations in this field. Specific examples of positive feedback include:

- 'A very positive approach with lots of energy and humour.'
- 'You are a pleasure to work with. You have a great attitude and are always motivated. It's great to work with someone you can trust and who you can rely on to deliver.'
- 'Whilst some things we didn't like to hear, you presented them in a palatable way.'

However, as well as deserved praise there were some constructive remarks which will be very useful to the organisation as it seeks to respond even better to the needs of its clients. The main issues raised concerns a need to ensure communication lines with the client's staff are better developed at an early stage to ensure they have enough time to complete their part of any assignment eg:consulting is delivering. Specific examples include of constructive feedback include:

- 'I suppose my only comment would be around deadlines, All staff are under pressure and sometimes deadlines for getting work completed are hard to meet against pressures we are all under daily.'
- 'Lines of communication need to be addressed but that is needing to find out what those are.'

In terms of value for money, most clients consulted felt the consultancy provided excellent value. An example of comments made includes:

- 'Your rates were low enough to allow us to engage a more experienced consultant.'

In summary, eg:consulting has clearly delivered strongly in 2008 and is viewed very positively by its clients. However, for 2009, there is a need to address a recurring theme through earlier identification and clarification of the lines of communication with client's staff team and any expectations by the consultancy of them to help deliver on an assignment.

**James Baddeley Consulting, 20<sup>th</sup> January 2008**