

Project management in a consulting firm:

Source: Designed by Fatimah Aly

a) After the decision to start a new project has been made, the consulting firm must first identify the target group through an acquisition. Once the acquisition is complete, internal preliminary discussions are held. Subsequently, new customer profiles are created in the database and further information is obtained. Based on this information, a customer offer is created.

b) Next, based on the received offer, the customer either accepts or refuses the offer. In case of rejection, the consulting firm has two possible options: they can adjust the offer for the customer or make the old offer to a new customer. In both cases, a confirmation is awaited.

c) If the consulting firm receives an order confirmation, various preparations must be made for the customer appointment. Fundamental decisions such as the scope of the order, fees and periods are specified. Without this, the customer appointment cannot be successfully completed.

d) Thereafter, the performing of the project begins. A team has to be established beforehand and preparations for the seminars have to be made. The project includes the holding of seminars, developing and coaching employees and the transfer of knowledge. During and after the seminars, there must be regular consultation with the client, feedback must be obtained and unachieved goals must be adjusted in order to successfully complete the project internally.

e) Finally, the accountant creates an invoice using the invoicing system. If the money has not been transferred, a reminder will be sent. After the money is received, the receipt of the money will be confirmed by the accountant.

f) Subsequently, post-processing is done by conducting an internal feedback session with the project team to discuss areas for improvement. Improvement measures are then implemented to achieve the goals of the next project more efficiently. The project can now be completed.



