

How to Choose a Business Improvement Consultant The 5 Point Plan

1. Large Consultancies.

If you're dealing with a consultancy providing Lean or Six Sigma advice, you have the right to expect lean efficiency in the deployment.

Many large consultancies have minimum engagement periods, initially they will dazzle you with their best consultants, who will leave very soon after they've won your order, to be replaced by the 'B' team, followed by graduates, fresh out of university.

Whilst it's critical to get the 'buy in' from your staff, watch out for complicated committees of people, these are affectively 'Fat Lean teams', which just overcomplicate matters to justify long engagements. You could also find yourself paying for armies of trainees to learn on the job -at your expense.

2. Robots and Machine Tools

Lean has it's roots in Manufacturing; so the other extreme is you may get a consultant who's only rearranged a factory floor but hasn't got a clue about people.

They also often have limited experience of how to unravel process and procedures, never mind supply chain or customer service. That said Manufacturing is where some of the most advanced Lean techniques have been deployed, what matters is a solution to ALL of your issues.

3. Try Before you Buy

You wouldn't dream of buying a car without test driving it. So, spend some time working with the consultancy on a small or trial project. If it's a large project engage them for a few days of diagnostics and solution work, to see if you can work with them -either way, don't decide purely on their client list, make them prove some capability.

4. Consultancy = Change

All consultancy results in change, successful implementation of that change depends on people. Make sure that the consultancy you choose has a change management team, to ensure buy in of both stakeholders and users.

5. Strike a Balance

Strike a balance across all the points above that's right for you. Ask for a short (lean) presentation on how they'd manage and deploy the solution at YOUR organisation.

STREAMLINE™
office

Adurasys Streamline Office programme, doesn't adopt a 'one size fits all approach' ie, we're not confined to purely Lean. You benefit from best of breed techniques and software tailored to fit your organisation perfectly..

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