Category

Consulting

Consulting Delivery Quality & Client Satisfaction Playbook

Measuring delivery quality through evidence that predicts renewal, not just end-of-engagement satisfaction scores

- Practitioner
- Intermediate
- Template Included

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- 4 minute(s)

Overview

A framework for tracking consulting delivery quality using leading indicators that predict client renewal and expansion, not just lagging satisfaction survey scores collected at engagement end, which often arrive too late to inform meaningful mid-engagement correction.

Isn't an end-of-engagement satisfaction survey a reasonable quality

measure? It's useful but arrives too late to inform mid-engagement correction, and satisfaction scores don't always predict renewal or referral behavior as reliably as firms assume — this playbook's discipline is building leading indicators tracked throughout the engagement.

What leading indicators actually predict client satisfaction and

renewal? Specific, engagement-type-dependent signals like response time to client requests, stakeholder engagement level in working sessions, and milestone delivery consistency tend to be more predictive than generic satisfaction proxies — covered in the framework below.

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to inform mid-engagement correction,\nand satisfaction scores don't always predict renewal or referral\nbehavior as reliably as firms assume — this playbook's discipline is\nbuilding leading indicators tracked throughout the engagement." } }, { "@type": "Question", "name": "What leading indicators actually predict client satisfaction and", "acceptedAnswer": { "@type": "Answer", "text": "renewal?\nSpecific, engagement-type-dependent signals like response time to\nclient requests, stakeholder engagement level in working sessions, and\nmilestone delivery consistency tend to be more predictive than\ngeneric satisfaction proxies — covered in the framework below." } }] }

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