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

- Mithun A. Sridharan

- 03 February 2024
- 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.

{ "@context": "https://schema.org", "@type": "FAQPage", "mainEntity": [{ "@type": "Question", "name": "Isn't an end-of-engagement satisfaction survey a reasonable quality", "acceptedAnswer": { "@type": "Answer", "text": "measure?\nIt's useful but arrives too late 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." } }] }

Subscriber access

Unlock this playbook

This playbook — including every framework, template, and step-by-step section — is available free to Think Insights subscribers. Enter your email to unlock it instantly and get our weekly insights newsletter. No account needed, and access is remembered on this device.

First Name

Last Name

Email

Country - Select -

■ I agree to data processing in accordance with GDPR

Submit

Leave this field blank

References

Related playbooks

Consulting

Consulting Capacity Planning & Resource Utilization Playbook

A framework for consulting capacity planning that balances staffing levels against realistic pipeline conversion — avoiding both chronic overutilization that bu

- Practitioner
- Intermediate
- Template Included

Read playbook

Consulting

End-to-End Consulting Engagement (From Pitch to Delivery)

A five-phase spine for running consulting engagements end to end — pitch, contract, mobilize, deliver, and close — with the templates and governance rhythm to k

- Practitioner
- Intermediate

Read playbook

Consulting

Consulting Firm Knowledge Management & IP Development Playbook

A framework for consulting firm knowledge management that produces genuinely reused intellectual property — frameworks, benchmarks, templates — rather than a la

- Practitioner
- Intermediate
- Template Included

Read playbook

Talk to us about delivery quality management

Tags

- Delivery Quality
- Client Satisfaction
- Consulting Operations

Author

Mithun A. Sridharan Thought Leader

I'm Mithun A. Sridharan, Founder of this website - Think Insights - on Strategy, Management Consulting, Leadership, Digital Transformation, and Data Literacy. Follow me on social media or connect with me on LinkedIn for updates.