

# Value and Benefits of an Independent Consultant

Committed to the Client issues.

Customer defined Agenda.

Engages Client Organization in identifying solutions.

Works with Client to accurately define problem.

Clearly defined Costs.

Jointly defined deliverables.

Identifies a range of potential solutions.

No conflict of Interest—Does not represent specific brands of hardware, or software.

Timely and accurate management reporting.

Guard against scope creep.

Clearly defined project completion criteria.



A Consultants purpose is to help Clients make effective decisions

**Be Authentic**  
**Use Empathetic Listening**  
**Effective Communicator**  
**Fit Client abilities to the solution**  
**Understand need as unique**  
**Provide Solution Alternatives**

He who relies entirely on his own

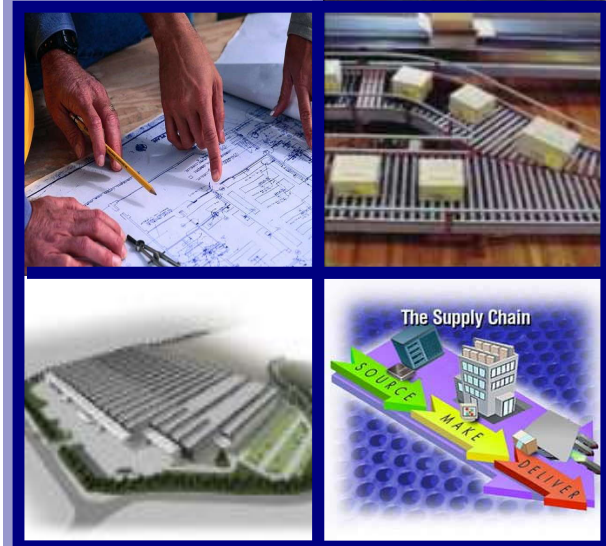
judgment ever regrets it.

—Kai Ka'us Ibn Iskandar,

*A Mirror for Princes*



# The Value of an INDEPENDENT CONSULTANT



# APMHC

Association of Professional Material Handling Consultants

The Association of Professional Material Handling Consultants, Inc. (APMHC) was organized in 1959 by several leaders who saw the need for more reliable, capable and professional services in the material handling consulting field.

APMHC is a professional society composed of individual consultants in the material handling field. It promotes and coordinates the exchange of ideas and information among members; encourages the improvement of analysis, synthesis, installation, and training; advances the profession through the development of standards of performance; and assists other groups in promoting material handling generally, and the consulting profession specifically.

Those consultants whose services are available to several clients are General members; those who are captive staff specialists working for one organization are Associate members.

## Basic Principles of Good Consulting

**Establish Clear Expectations and Goals**

**Formalize the Contract**

**Jointly Develop a Project Strategy**

**Create a strong Consultant - Client Relationship**

**Document the Data Assessment**

**Formally Present the Findings to Management**

**Involve Client in Action**

**Clearly define success as well as the project end**

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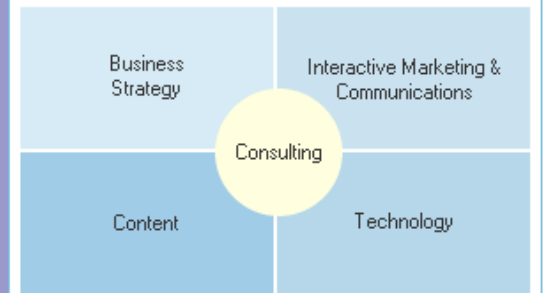
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Francis Bacon declared that "the greatest trust between man and man is the trust of giving counsel."

Consulting



### Interaction and Client Communications

Know your Clients Needs

Protect Client from Harm

Agree on role of Consultant

Never give a solo performance

Clearly define the process

Keep Client Goals Paramount

Define the end in the beginning