

Definition of Management Consulting

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Management Consulting is assisting clients and organisations to successfully implement solutions aimed at improving organisational performance through the provision of sound, independent and objective advice.

Management Consulting¹ is a strategic advisory service to an organisation (whether public, private or non-profit) regarding management problems, challenges and opportunities, and which incorporates these aspects of professional practice:

- An independent orientation; providing advice with objectivity and within the bounds of ethical behaviour.
- Specialist training and qualifications resulting in expertise in multi-disciplinary management functions and issues, and an overall breadth of knowledge across functional management areas.
- Skills in problem identification with the ability to apply diagnostic and analytic skills using relevant tools and techniques.
- Skills in problem and issue resolution with the ability to apply creativity and analytic skills using relevant tools and techniques.
- Ability to create value, promote change², maximise growth and improve performance through the application of their knowledge, techniques and assets to provide objective advice, expertise and specialist skills which the organisation may be lacking³.
- Ability to assist clients to successfully implement solutions through the provision of advice and proposing solutions, by taking into account actions or by producing deliverables or outputs⁴.

This definition⁵ includes, but is not limited to, sole-trader, company, corporation, firm, enterprise, authority, partnership, association, charity or institution or part or combination thereof, whether incorporated or not, public or private, and those who work as internal consultants in an organisation or government body whose primary purpose is not management consultancy.

Typical management consulting assignments include:

- Reviewing an organisation's corporate objectives.
- Reviewing an organisation's structure and staffing.
- Appraising, selecting, and determining the remuneration structure for executives.
- Improving revenue and profitability.
- Increasing cost effectiveness.
- Introducing new or better management techniques such as IT, personnel incentives, asset management.
- Planning and controlling the execution of projects which are outside the normal experience of the organisation's staff.

Management consultants offer a range of qualities which are valuable to owners, leaders and managers. Consultants usually specialise in identified areas of business, such as strategy, and/or practice in specific industries, such as, but not limited to, food processing, utilities, tourism, mining and government.

¹ Based on BOK p7, paraphrased

² From ISO20700:2017 3.11

³ From the ICMCI CMC Certification Scheme Manual

⁴ From ISO20700:2017 3.8, 3.11

⁵ From the ICMCI CMC Certification Scheme Manual (paraphrased) & ISO 20700:2017