

Ensuring Quality at Your ESC





ESC

Executive
Service
Corps
of The Triangle

The Long Winding Road to Quality



What is Quality?



The Beginning of the Journey



Reputational Risk

“It takes 20 years to build a reputation and five minutes to ruin it” – Warren Buffet





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Consultant Evaluation??





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Consultants don't want to get a
report card





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Back on the road to Quality



Quality White Paper





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ServQual Model



Planning Strategically: **VISION – MISSION – VALUES**

What We do

Mission



Shapes
Delivery

How we
are guided

Values



Inspires

Vision



Is the core

What we
want for our
clients

Quality is Inherent in Core Values

What are Core Values?



For-Profit Consulting Firms

Many have Core Values



Booz Allen Hamilton

Core Values

- Professionalism
- Fairness
- Integrity
- Respect
- Trust
- Client Service
- Diversity
- Excellence
- Entrepreneurship
- Teamwork



Boston Consulting Group

Core Values

- Integrity
- Respect for the Individual
- Diversity
- Clients Come First
- The Strategic Perspective
- Value Delivered
- Partnership
- Expanding the Art of the Possible
- Social Impact



Benchmarking Other ESC's

Cincinnati's Core Values



Recommendations



Recommendations

1. Develop ESC Core Values
2. Gain Board Approval
3. Post Core Values on website & collateral materials
4. Make Core Values part of ESC's Recruitment and Training



Recommendations

5. Include Core Values in New Consultant Orientation
6. Include Core Values in the Consultant Agreement
7. Discuss Core Values at All Consultant Meeting
8. Make Core Values a Guide to Consultants in All They Do



Recommendations

9. Director of Consultant Development should contact clients after projects are completed.

- Standardized questions include adherence to ESC Core Values
- Pilot for one year; summary report to ARC
- Unprofessional behavior to be handled by Staff

10. Member of staff (TBD) available to consultants who seek voluntary feedback.

11. Core Values Will Guide the Board and Staff





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ESC CORE VALUES



CORE VALUES

They Guide Everything We Do


Volunteering – Our Passion is the Differentiator

We value:

Professionalism – We possess the required skills & knowledge to provide excellent service and demonstrable results.

Integrity – We hold ourselves to the highest ethical standards

Respect – We treat our clients and each other with the highest levels of respect and courtesy.



CORE VALUES

They Guide Everything We Do

We value:

Knowing Our Clients – We understand each client's unique needs, mission, vision, values and culture.

Accountability - We feel a sense of shared ownership of our work with our clients for positive results

Continuous Learning – We pursue and promote continuous learning and growth for our clients and ourselves.

Reliability – We value dependability, diligent preparation and consistency of performance.

CORE VALUES

They Guide Everything We Do

We value:

Communication – We engage in a two-way process of reciprocal listening and information sharing.

Being Impactful - We measurably improve our clients' performance, and thereby positively affect the communities they serve.

Diversity – We seek to serve culturally diverse clients and to attract culturally diverse consultants and board members.

Perspective – We hold ourselves to performance excellence, and try to maintain perspective while doing it.