

Business Consulting Group, LLC



Client Bill of Rights

Our clients have the right to expect:

- 1. Consultants that have both the functional and industry expertise required for the project.*
- 2. Consultants having both a personal and cultural "fit" with the organization.*
- 3. A clear understanding of the work that will be done before the work begins.*
- 4. Consultants who form client partnerships by working along side of them, their management team and their employees at their location.*
- 5. Reasonable project fees for the economic value delivered to their organization.*
- 6. Their personnel will be trained as part of the project.*
- 7. To be informed every step of the way via frequent communication.*
- 8. To be able to terminate the consulting engagement if they are not satisfied with the progress being made.*
- 9. Pre-approval of out-of-pocket expenses, billed at cost, not marked up.*
- 10. Timely billing.*