



# BUSINESS CONSULTING GROUP

## CLIENT BILL OF RIGHTS

We deliver our consulting services according to a simple set of operating principles outlined below.

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 the **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 alongside 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**.

We have the skills and experience to help. Equally important, we want to help. We look forward to the opportunity of earning a position as one of your company's long-term partners. If you would like to work with consultants who believe in the principles listed above please contact us via email or telephone.

