

Consultants Society Forum 2025: Consulting - A 360 Perspective

Speaker: Fran Burgess - Manager Process QLD, Ausenco

Topic: Effective Consultant Deliverables – Delivery, Buy-In and Implementation

Abstract: Effective consultant deliverables are key to a successful outcome regardless of the size of the engagement mechanism i.e. from a Concept Study to a EPCM (Engineering, Procurement, Construction and Management). Effective consultant deliverables include delivery, buy-in and implementation.

The key to effective consultant deliverables is the relationship between the clients and the consultants. This is done from the beginning, when the RFP (request for proposal) is received from the client.

Effective communication mechanisms need to be developed when wanting to engage with clients, this starts when the RFP has been received. Relationship building is key to an effective outcome.

Once the proposal has been accepted by the client then the real work begins. The people may have changed and reaffirming what the client want are key to the buy-in phase of the work program. Having an effective communication process at this stage is critical. Ensuring that the client is taken on the initial journey helps establish the relationship between the two groups via the key people.

Clients often are inexperienced, or they think they know what is required, or they are a crack team that do know what is required and can be working with an experienced team on the consultant side that has done the type of work many times. Patience and guidance from the consultant side is required for successful implementation of the work program.

Consultants must be disciplined and focused on the deliverables agreed between the client and the consultant. Teamwork is the key between the two groups to make the study/project delivery exceptional and done well. Often clients work from EPC (Engineering Procuring Consultants) offices and ensuring they work in a desk “neighbourhood” is an effective way of keeping the people together from both teams.

Consultants can vary in their knowledge, patience and endeavours. Consultants can fail at walking people through the challenges and risks so that the client understands what they are agreeing too.

What is required to be an effective and efficient consultant will be discussed. Tips and tricks, war stories and successes will be discussed to demonstrate the effective and efficient delivery, buy-in and implementation of studies and projects in the mining

industry through strong relationship building and great team work ensuring that the schedule is met and that the outcome is what the client wants and needs and that the consultants feel satisfied in delivering an awesome service to the client.

Consultants must be the glue that ensures that the outcomes are successful, assisting the client as required and ensuring the journey is as painless as possible and working through ramifications and solutions and explaining the risks of decisions clients feel they need.