

The Seven Principles of Professional Services: A Comprehensive Guide

Professional services organizations face a unique set of challenges. They must deliver high-quality services while also managing their costs and profitability. To do this, they need to have a strong foundation in the seven principles of professional services.

1. Client Focus

The client is always the most important person in a professional services organization. Everything the organization does should be focused on meeting the client's needs. This means understanding the client's business, goals, and objectives. It also means being responsive to the client's needs and providing them with the best possible service.



The Seven Principles of Professional Services: A field guide for successfully walking the consulting tightrope

by Shane Anastasi

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- Enhanced typesetting : Enabled
- Word Wise : Enabled
- Print length : 262 pages
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2. Value-Based Pricing

Professional services organizations should charge their clients based on the value they provide. This means understanding the client's business and the benefits that the organization's services will provide. It also means being able to articulate the value of the organization's services in a way that the client can understand.



3. Teamwork

Professional services organizations are team-based environments. The success of the organization depends on the ability of the team to work together effectively. This means having a clear understanding of each team member's roles and responsibilities. It also means being able to communicate effectively and resolve conflicts constructively.



4. Quality

Professional services organizations must deliver high-quality services. This means meeting the client's requirements and expectations. It also means being able to consistently deliver services that are free of defects.



5. Continuous Improvement

Professional services organizations must continuously improve their processes and services. This means being open to feedback from clients and employees. It also means being willing to invest in new technologies and training.



6. Profitability

Professional services organizations must be profitable in order to survive. This means managing their costs and expenses effectively. It also means being able to generate enough revenue to cover their costs and make a profit.



7. Ethics

Professional services organizations must adhere to the highest ethical standards. This means being honest and transparent with clients. It also means avoiding conflicts of interest and protecting the client's confidential information.

CODE OF ETHICS TYPES

The goal of a code of ethics is to ensure that an organization's employees abide by the law and always conduct business in a forthright manner for the benefit of all stakeholders. These are three examples of how codes of ethics can be framed.





COMPLIANCE-ORIENTED CODES

- Define ethical behavior enforced by government
- Describe penalties for failure to comply
- Intended to promote moral responsibility



VALUE-BASED CODES

- Define leadership context
- Focus on quality, good and well-being
- Emphasize self-regulation over ultimate compliance



PROFESSIONAL ETHICS CODES

- Define ethical standards of professional groups
- Emphasize quality and self-regulation
- Used as guide of identity, legitimacy, trustworthiness

Source: Wikimedia

The seven principles of professional services are essential for any organization that wants to succeed in this industry. By following these principles, organizations can build strong relationships with their clients, deliver high-quality services, and achieve profitability.



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