



Date: 07th January 2012

Time: from 9.30 a.m. to 12.30 p.m.

Instructions: Answer any five (05) questions. Each answer carries equal marks. Numbering of the answers in your answer script should follow the numbers assigned to the questions in the paper. Illegible hand writing is liable to lose marks.

1. Discuss the importance of “Create”, “Confirm”, and “Continue” of the seven Cs of the consultancy process in achieving the objective of a consultancy assignment.
2. Differentiate the role of “Resource Consultant” from that of a “Process Consultant”. Briefly explain in what situation an organization could benefit from each type of consultant.
3. Explain three of the following tools used in problem diagnosis:
 - a. Fish Bone (Ishikawa) Diagram
 - b. Force Field Analysis
 - c. Critical Incidents
 - d. Reframing the Brief
4. Compare and contrast the features of a “Consultancy Proposal” and a final “Consultancy Report”.
5. Discuss briefly a technological, marketing or an organizational problem that exists in a business enterprise you are familiar with and indicate how you would proceed to diagnose the problem and recommend solutions to minimize its impact, if the organization has called for your assistance. Also, indicate the important principles you would follow in diagnosing the client’s problem.
6. Explain in what circumstances you would adopt the following data collection methods in consultancy assignments.
 - i. Questionnaires
 - ii. Interviews
 - iii. Reference to reports
 - iv. Observations
 - v. Critical incidents
 - vi. Factory/ field visits

7. Assume that you have completed a consultancy assignment for a client engaged in the import/ export trade and submitted the final report. You have been requested by the client to make a final presentation to the board of directors of the company. How would you prepare yourself for the presentation? Give your presentation plan in brief.
8. A medium sized private enterprise that had been established 20 years ago has experienced high staff turnover during the past two years. You have been assigned to investigate this problem and present a remedial action plan to the client. Prepare a check list to be used in collecting the data for your assignment.

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