

Katzscan Newsletter

Supply Chain Operations & Technologies ~ Vendor Compliance
Good Governance ~ Fraud-Fighter ~ Turnaround Help



Over the years I've come to realize that clients rely on my consulting services for two reasons:

- (1) Because they don't have the personnel
- (2) Because they don't have the personnel

The difference between the two reasons is that my clients either don't have enough warm bodies to throw at a problem and they need an extra one in the interim or they don't have the specialized talents and expertise I bring to the table.

Those are two pretty good reasons for organizations to use a consultant especially one who is willing to transfer knowledge like I am, enabling my clients to take ownership of the projects we work on together. For short-term projects of a few weeks or a few months it usually does not make sense to hire an employee when using a consultant is actually a more effective and efficient answer.

I've taken great strides to distinguish myself from other consultants by not offering commodity products and services. It can be a double-edged sword at times. Let's face it: my bag of mixed tricks is somewhat specialized and can be a little difficult to explain. My best "elevator pitch" is likely reliant on the elevator getting stuck between floors for an hour or so. ☺

But there's third reason -- and a really good one at that I think -- to use a consultant. And this aspect is what can even separate specialists from being viewed as valued advisors: a good consultant is professionally "out there".

Aside from reading the daily newspaper and approximately one dozen various business (supply chain, manufacturing, technology, financial, fraud, security, etc.) publications each month I attend conferences and informational networking events. I've relayed information I've acquired to my clients when I've learned something I think they should know. I've brought ideas and best practices to the table from other industries as I've helped my clients with organizational issues such as business process improvements, technology acquisition and implementation, and staff realignment.

Absorbing and utilizing all this information has helped me grow Katzscan beyond being just a specialized technology (barcode scanning, Electronic Data Interchange, Enterprise Resource Planning systems) consulting company and into one that advises senior management on business strategies and better operational processes. Sure it still helps to be able to "geek it up" when I need to for data parsing, analytical reporting, and acclimation to whatever ERP software my client happens to be using. (I never know what the next ERP system I encounter will be but it doesn't take long before I'm well up-to-speed on it.) But I've long known that, like any other business, Katzscan needed to grow and change to survive and thrive.



The two dimensions of technical skill and business savvy certainly help Katzscan to stand out from the crowd, but what really helps to distinguish Katzscan from the pack is the added dimension of education. I'd advise anyone considering becoming any type of consultant to ensure they are and continue to be well-read and well-informed about their industry, other industries, and business in general.

If you know of organizations that could benefit from some multi-dimensional talent please provide them my contact information. It may be a while before I can master the one more dimension needed to be able to appear before their problems actually start, but -- with pun fully intended -- I'm sure it's only a matter of time. ☺ So until then the best course of action is to have them call upon me sooner rather than later.

Thanks.

Norman

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