

Abstract

Efficiency is often used as a qualitative or quantitative measuring instrument in order to measure the success of business consulting projects. High cost or minor quality are major reasons to qualify consulting projects as not or less successful. To improve efficiency it is for consultants as well as for clients of great importance to know the reasons and the interdependencies of all influencing factors of the highly complex system of business consulting.

This thesis aims to implement an integral explanation model of the efficiency of business consulting projects, which encloses all relevant elements and their interdependencies in a system theory approach. Different disciplines of consulting research and perspectives have been considered to build the integrated explanation model. A software-based representation of the model allows the simulation of different consulting situations and the anticipation of changes that are being undertaken by the systems actors. The model is being configured for typical consulting situations in SME and through system simulations recommendations are derived to improve the consulting efficiency. The recapitulating recommend proceedings give consultants as well as clients general advice with practical relevance to cope with challenging consulting situations.