

Issue Resolution Workflow Document for Consulting Engagements

1. Purpose

This document outlines the workflow used for identifying, tracking, escalating, and resolving issues during consulting engagements. Its goal is to ensure prompt and effective issue resolution, maintain transparency, and support project objectives.

2. Scope

Applicable to all issues encountered during the course of consulting engagements where resolution is required from either the consulting team or the client.

3. Issue Resolution Workflow

- Issue Identification**
Any stakeholder identifies and documents the issue.
- Issue Logging**
The issue is logged in the designated tracking tool with all necessary details.
- Issue Assessment**
The consulting team reviews and assesses the issue for urgency and impact.
- Assignment**
The issue is assigned to an appropriate owner for resolution.
- Resolution**
Owner investigates and proposes a solution; actions are implemented.
- Verification**
The solution is validated with stakeholders to confirm resolution.
- Closure**
The issue is marked as closed in the tracking tool.
- Escalation (if required)**
If unresolved within defined timeframe, escalate as per escalation matrix.

4. Roles and Responsibilities

Role	Responsibility
Consulting Team	Identify, log, assess issues, propose solutions, and communicate status.
Client Stakeholder	Report issues, provide input, and validate resolutions.
Engagement Manager	Monitor issue status, ensure timely resolution, manage escalations.

5. Escalation Matrix

Priority Level	Resolution Timeframe	Escalation Contact
Critical	Within 1 business day	Engagement Manager / Project Lead
High	Within 2 business days	Engagement Manager

Medium / Low

Within 5 business days

Consulting Team Lead

6. Communication

All issues, actions, and status updates should be documented in the shared tracking tool and communicated via designated project channels (e.g., email, project management platform).

7. Document Control

Version	Date	Prepared By	Reviewed By
1.0	YYYY-MM-DD	Consulting Team	Engagement Manager