

# Consulting Excellence

Declaration

 m<sup>2</sup> managementors

**MCA**  
A POSITIVE FORCE FOR THE  
ECONOMY AND SOCIETY

 CONSULTING  
EXCELLENCE

## Managers are proud members of the Management Consultancies Association.

Managers are proud members of the Management Consultancies Association (MCA). Being members demonstrates that we are recognised as able to meet stringent criteria and adhere to the MCA code of practice, meaning our customers can be assured we provide nothing less than top tier services.

As members we are actively involved in the opportunities available to us; participating in debates, events, reports and much more. It is a great honour to be involved with other members, as well as contributing to the UK consulting industry as a whole.

As supporters of the Consulting Excellence Framework established by the MCA, and in accordance with our ISO 9001 accreditation we work to high standards of Ethical Behaviour, Professional Development, Client Service and Value and sustainability, which are integral to how we operate as a business.



## Ethical Behaviour

We are responsible and good citizens.

We regularly carry out charity events and have organised activities near to the office supporting the local community.

We conduct our business ethically and act with integrity at all times seeking feedback from clients after every project, and ensuring that all our staff undertake regular training on ethics.



## Equality, Diversity & Inclusion

We respect and embrace diversity and inclusion and understand the benefit that people from different backgrounds can bring to our company and the clients we work with. We are committed to ensuring that we have a diverse and inclusive environment for our workforce and measure our performance against our aspirations regularly.

We recruit and retain people from a diverse talent pool and strive to build cultures where difference is valued, respected and celebrated at all levels. Furthermore as part of our ChMC programme we are committed to developing diverse future leaders and ensuring their progression in the industry.

We support industry efforts to improve progress on diversity and inclusion, implementing best practice and monitoring the diversity of the consultancy sector workforce over time. This includes encouraging the collection of data to assess the effectiveness of D&I policies and participating in the MCA annual report.



## Client Service and Value

We provide excellent consulting services which deliver the outcomes clients seek and need.

Our management structure ensures identifiable responsibility for end to end delivery of results and ensures we deliver to client expectations in each engagement. Working closely with clients our Practice Directors ensure that projects are designed and delivered to meet agreed targets.

Each project begins with a clear discovery phase which involves both parties in understanding the issues to be addressed, agreeing the activities that will be undertaken and providing clarity on the benefits which will be achieved. This framework for project governance is then reviewed weekly with the client to ensure that we are delivering to their expectations.

Following every project, we survey all levels of the client community to understand how the project affected them and whether or not it met their expectations. This information then feeds into informing further engagements to ensure that they give clients the value they expect.

We review suppliers regularly to ensure that they are delivering as expected to us and that we are acting in a mutually beneficial partnership with them.



## Professional Development

Through our ChMC accredited development programme, tailored to each individual, underpinned by regular performance reviews, we work towards developing our staff and ensure that they progress at the appropriate speed through a clearly defined career pathway which, ultimately could lead to chartered status. Currently all of our consultants are progressing along the chartered pathway which takes them through all aspects of consulting and supports them throughout their career.

All new starters are assigned a mentor who will support them and provide guidance through the early stages of their career.

We support members of staff through further education qualifications and coaching courses whilst encouraging active participation in MCA events to broaden their skills.





## Sustainability

We are committed to minimising the impact of our activities on the environment by continually reviewing and improving our practices and procedures including the procurement of supplies and the reduction of waste. We actively support renewable energy initiatives, the use of green or renewable materials and strive to reduce the impact that our business may have on the environment.

We implement  
change and  
performance  
solutions that  
deliver real  
business  
advantage for  
our clients.



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