

# **MCA Consulting Excellence Declaration**

MAY 2025



## SYSDOC IS PROUD TO REAFFIRM ITS COMMITMENT TO THE MCA'S CONSULTING EXCELLENCE SCHEME FOR 2025.

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Our commitment to Consulting Excellence has remained strong since the original signing in 2016. As our relationship with the MCA continues and strengthens, we pride ourselves on rigorously applying the principles each year, to every aspect of our organisation, especially in how we interact with our clients and engage and develop our people.

Over the past 12 months, Sysdoc has worked to ensure we have a relentless commitment to the principles of Consulting Excellence, which include:

- + Employee engagement and rapid action from monthly pulse surveys
- + Delivery of continuous improvement, reacting to quarterly client surveys
- + Commercial and delivery transparency with our clients through trusted partnership, our FlightPath approach, and our Delivery Excellence framework
- + Commitment to innovation and agility through our Innovation Leads and communities of practice
- + Future-proofing our organisation with the skills and capabilities needed in today's increasingly fast-paced and dynamic world

As an SME consultancy, these initiatives are a significant investment of time and cost for Sysdoc, so we must ensure clear outcomes. We recognise the essential role such initiatives play in ensuring a motivated, empowered, and successful consulting team and maintaining strong client relationships.

At Sysdoc, we want to inspire our people and those we work with and establish a sustainable, growing business. We are actively committed to advancing the principles of the Consulting Excellence scheme through our close working relationship with the MCA and other member firms. The Consulting Excellence scheme can help clients identify and differentiate consulting firms committed to the highest levels of transparency, collaboration, and the delivery of outstanding results and help member firms recruit and retain the best people.

This reaffirmation of our commitment to Consulting Excellence demonstrates the work we are doing to ensure our team embody these principles. We are applying them to the work we offer our clients, reflecting the principles internally to support and develop our people and deliver excellence in our client service and value.

## Ethical Behaviour

*We are responsible and good citizens.*

*We conduct our business ethically.*

*We foster an ethical culture.*

Our global values were relaunched in 2016, in collaboration with our sister business in New Zealand, with a strong focus on ethical working. Sysdoc people are **Awesome Together**. We are a dynamic team that always seeks to deliver the best results for our clients. We work with **High Energy** and **Absolute Integrity**. We are honest, collaborative and are relentless in our pursuit of quality outcomes. We **Celebrate Simplicity** and have a **Relentless Commitment** to getting the right results for our clients, and each other. These values weave through who we are, what we do, and how we deliver. They drive each decision we make as a business and individuals and continue to resonate with our clients.

We are always conscious that our work should positively impact society and the environment. At Sysdoc, we have a strong focus on corporate social responsibility and offer our employees two paid volunteer days each year. We support a number of charitable organisations and are particularly proud to be founding supporters of the 'It's a Penalty' campaign. The campaign partners with major sporting events to raise awareness of child trafficking and exploitation. We are also partnered with two local charities in London: an organisation that delivers sports and education programmes to foster community and improve wellbeing, and a day centre that provides hot meals and other services to homeless and vulnerable people.

## Client Service and Value

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

*We are transparent with clients and respond to their concerns.*

*We always strive to improve the value we can deliver to our clients.*

Defining Consulting Excellence for our clients and emphasising how we are working to achieve this in the solutions we deliver to them is essential. As part of this, we continually engage with clients and our wider audience through our marketing communications, website, in-person events, and the relationships our consultants build with our client contacts.

At the core of our transformation approach is Serendata, our in-house change management platform. Developed in direct response to our clients' needs and pain points, Serendata harnesses organisational change data to generate powerful insights that support data-led decision making. Equipped with full visibility of our client's data, we can tailor our transformation approach to mitigate any risks, empower their people, and drive meaningful change.

Our Delivery Excellence framework ensures we deliver exceptional outcomes for our clients and learn from every engagement and project. It involves clear goal setting, stakeholder engagement, meticulous planning, and data-driven performance monitoring. The framework aligns to our FlightPath methodology, a structured approach that leverages our aviation heritage in a consulting context to ensure lessons are learned throughout the lifecycle of a project or programme, that there is a culture of openness at all times, and that clients always have a clear 'destination' (outcome) when initiating a piece of work.

Our culture of transparency and collaboration means that we work towards appropriate solutions in partnership with our clients and draw on the large knowledge pool of Sysdoc professionals. We frequently evaluate our work internally and hold client reviews at each stage of a project to ensure it meets our quality standards and the needs of our clients. Additionally, in 2024, we established a community of Innovation Leads who work to apply lessons learned through client engagements and continuously improve our three core service offerings: Learning Innovation, Transformational Change, and Organisational Excellence.

## **Professional Development**

*We undertake training and professional development planning each year.*

*We promote strong core consulting capabilities and specialisms in our consultants and teams.*

*We support our employees' career progression, professional development and welfare.*

*We support the adoption of the Chartered Management Consultant (ChMC) Accreditation across the industry and champion its values.*

We strive to be a place where people love their work and do the best work of their careers, and we provide development pathways for all employees in support of this. Sysdoc is an employer where people are supported, listened to, and given great opportunities, and encouraged to live whole and healthy lives inside and outside work. Drawing on Sysdoc's aviation heritage, which underpins how we work, we have a culture of continuously learning and improving both individually and as a business. We provide consultants at all levels in our organisation the opportunity to learn new skills and progress in their careers, through multiple avenues such as LinkedIn Learning licenses, internal upskilling sessions, and our involvement in various professional associations including the MCA. We also hold regular Lunch and Learn sessions where colleagues share knowledge on specific topics and bring active learning from our client engagements back to the wider team. We've had themes as diverse as mental health, women in consulting, quality standards, robotics, people development and well-being.

We aim for our consultants to develop a strong foundational knowledge of each of our core services, which means we can provide clients with well-rounded, experienced consultants that can effectively tackle a wide range of organisational challenges. Consultants can further develop their skills in their areas of interest through specialist training, career opportunities, and coaching and mentoring from colleagues.

Sysdoc strongly supports the Chartered Management Consultant Accreditation, bringing awareness to its value amongst our employees through engagement with the MCA. We hope to increase our involvement in this important industry initiative.

We have made strides in maintaining a solid well-being focus for our hard-working consultants. Our Sysdoc WorkStyle empowers staff to find their own work life balance; if it works for the customer, the team, and the individual, we trust our people to decide where, when, and how they work. Additionally, we have committed to the Mental Health at Work Initiative, offer employees a range of wellbeing tools and resources, and have a community of Wellbeing Champions who support these efforts and our people. We also seek to ensure a healthy discussion with our clients on how to maintain a beneficial work-life balance on what can often be challenging and tiring work programmes.

## Commitment to Diversity and Inclusion

*We respect and embrace diversity and inclusion and understand the importance and positive benefit of people from different backgrounds working for our companies and our clients.*

*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, 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.*

At Sysdoc, diversity and inclusion is never just a target to fill a quota but a recognition and celebration of talent. We are a female-founded and owned company and are committed to encouraging equality and diversity among our workforce and eliminating unlawful discrimination. Our aim is to promote an inclusive culture where each employee feels respected and is able to give their best, which is reflected in our values. We hold monthly pulse surveys alongside our strong line management relationships and conversations to collect employee feedback and action this, ensuring everyone has an equal say in the future of our organisation and fostering a psychologically safe workplace.

We are actively involved in the MCA D&I Working Group and frequently bring back insights from these meetings to apply within our organisation. We commit to using data to ensure we are constantly implementing best practices and work with peer companies in the MCA to ensure that as an industry we are seen as inclusive and providing equal opportunity for all.

## Commitment to Sustainability

*We commit to ensuring that our firms operate in an increasingly sustainable way and strive to ensure that sustainability is considered by our clients in our work with them.*

As a business, we have a responsibility to our clients, stakeholders, employees and the wider community to operate as sustainably as possible. We aim to reduce our carbon emissions across all areas, but especially those created through travel by encouraging and promoting lower carbon modes of transport and offsetting any unavoidable carbon emissions through reliable and pro-active methods. We also conduct environmental assessments of our workplace with the aim to best utilise recycling and energy saving options, minimise the use of paper and cardboard, and avoid single-use plastics. We educate Sysdoc employees on these best practice methods and, where appropriate, share and champion initiatives with our clients.

We proudly represent the crucial elements that make our consultancy ethical, diverse, inclusive, innovative, driven, and forward-thinking.

Please see our [website](#) and [social media channels](#) for more information.